

ALTIMAN GORDON

Aggordon7@gmail.com | 561-674-8020

SUMMARY

Highly motivated IT professional with a Bachelor's degree major in Administrative Information System Management and a minor in Marketing. Over 16 years of diverse experience in Information Technology, Customer Service, Remittance, Banking, and Drug Testing. Currently serving as an IT Operations Technician and Team Lead while actively expanding skills in Front-End and Back-End Web Development. Strong problem-solving abilities with a hands-on approach. Proficient in PHP development with hands-on experience building dynamic web applications using Laravel, MySQL, and modern full-stack technologies. Passionate about scalable, maintainable code and back-end logic implementation.

EXPERIENCE

Cheney Brothers Inc – IT Operations Technician Lead / Team Lead

April 2023 – Present

- Administer AS400, SAP, and Windows systems.
- Configure, troubleshoot, and resolve warehouse IT equipment issues (computers, Zebra WTA handhelds, scanners, printers).
- Provide high-level technical support and customer service.

Cheney Brothers Inc – Warehouse Receiver

October 2022 – March 2023

- Verified and processed incoming inventory shipments.

FedEx Ground – Part-Time Package Handler

September 2022 – October 2022

- Loaded and unloaded packages and sorted freight.

NMS Management Services LLC – Customer Service / Data Entry Representative

August 2020 – August 2022

- Processed drug testing results for DOT and private authorities.
- Performed 75% data entry and 25% client communication.
- Worked with platforms including Quest Diagnostics and LabCorp.

JMMB Bank – Central Processing Officer

September 2017 – January 2020

- Handled accounting transactions, loan adjustments, and discrepancy resolution.
- Verified bill payments and checks.

JMMB Remittance – Client Relations Officer

January 2010 – August 2017

- Managed reconciliation for overseas agents and processed payments.
- Participated in software quality assurance (User Acceptance Testing).
- Assisted in posting entries and daily reimbursements.

JMMB Bank – Telephone Operator / Receptionist
January 2008 – January 2010

- Greeted and assisted visitors, clients, and staff in a professional and courteous manner, ensuring a positive first impression.
 - Managed a multi-line phone system, directing calls efficiently and accurately while handling inquiries and messages.
 - Maintained front desk operations including scheduling appointments, handling mail, and managing administrative tasks with attention to detail.
-

EDUCATION, CERTIFICATION & TRAINING

- **PHP for Web Development – Udemy**
 - **CIW Site Development Associate**
Certificate Verification #: *685044e7f6044d2b9fc98ed58f6abe6d*
 - **Bachelor's Degree** – Administrative Information System Management (Minor in Marketing), *University of Technology, 2010–2016*
 - **Certificate in General Administration, NCTVET & NVQ, 2008–2010**
 - **Telephone Techniques & Customer Service, Professional Trainers Institute, 2010**
 - **Associate Degree in General Studies, CXC Meadowbrook High School, 2006–2007**
-

TECHNICAL SKILLS

- **Languages & Frameworks:** PHP, Laravel, HTML, CSS, JavaScript, MySQL
 - **Back-End:** REST APIs, MVC Architecture, Authentication & Authorization
 - **Front-End:** Bootstrap, jQuery
 - **Tools:** Git, cPanel, phpMyAdmin, Postman
 - **Tools & Platforms:** Adobe Photoshop, cPanel, Web Hosting, Git
 - **Systems:** SAP, AS400, Windows OS, Microsoft Office Suite (Excel, Word, PowerPoint)
 - **Hardware:** Desktop/laptop component installation (RAM, hard drives, etc.)
 - **Soft Skills:** Customer service, team leadership, flexibility, attention to detail, creative problem-solving
-

GITHUB PROJECTS SHARED

- **Inventory Web App**

A Laravel-based inventory app system with admin dashboard, inventory tracking by location, reorder levels, email reporting and recording request.

[Inventory App: https://github.com/agcodes1g/inventory2025](https://github.com/agcodes1g/inventory2025)

PORTFOLIO

- **Modern look to portfolio**

[Modern Portfolio: https://agportfolio.agit1solution.com/modern-portfolio/index.html](https://agportfolio.agit1solution.com/modern-portfolio/index.html)

- **Previous Portfolio**

[Legacy Portfolio: https://agportfolio.agit1solution.com/modern-portfolio/index.html](https://agportfolio.agit1solution.com/modern-portfolio/index.html)

PORTFOLIO (PHP, Laraval)

- **Restaurant Web App**

Built with Laravel, PHP, and MySQL. Features include online ordering, menu management, and user authentication.

[Live Demo :https://agrestaurantapp.agit1solution.com/](https://agrestaurantapp.agit1solution.com/)

- **Fleet Management System**

Back-end system built using PHP and Laravel to manage fleet vehicles, schedules, and maintenance logs.

[Live Demo: https://fleet2025.agit1solution.com/](https://fleet2025.agit1solution.com/)

- **Time Clock App**

A Laravel-based punch-in/punch-out system with admin dashboard, employee management, and reporting tools.

[Live Demo: https://punchapp2025.agit1solution.com/](https://punchapp2025.agit1solution.com/)

PORTFOLIO (Foundational)

- Bootstrap Code School Project:

<https://agportfolio.agit1solution.com/pbcs-projects/bootstrap/index.html>

- Javascript Tick Tack Toe project:

https://agportfolio.agit1solution.com/pbcs-projects/tic-tac-toe_javascript/index.html