

Doreen Almodovar ~ Information Technology & Operations Specialist / Entrepreneur

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Entrepreneur ~ ForestBrilliance.com ~ 2021 ~ Present • To pay the bills, I have been supporting myself using the gig industry, doing deliveries (GrubHub and DoorDash), because I love to drive in these parts of Colorado ☺. Plus, this type of income source keeps me outdoors and connecting with people in my community. This flexible gig work has facilitated time for me to work on developing my website (WordPress) – ForestBrilliance.com where I showcase my handcrafted products and share my thoughts on various topics, including Artificial Intelligence. My goal is to create a website that generates passive income and reflects my personal brand while I continue to integrate myself in these parts as a valuable member of the community.

Freelance Information Technology & Operations Specialist / Developer, 2015 ~2021 • Provided IT support via phone, email, chat, and in-person for web server setup and administration on Linux Ubuntu and CentOS. • Performed systems administration and upgrades on Linux, Apple (OS X), and Microsoft platforms. • Conducted database setup and administration using Microsoft SQL and MySQL servers and client instances. • Developed WordPress sites, including SEO setup and enabled the use of marketing tools such as MailChimp. • Set up social media accounts for branding and designed marketing materials and eBooks for print and/or publishing. • Managed bookkeeping using QuickBooks, and performed English / Spanish translations. • Clients: Luxury by Fab, The Best Leathers, Periphyton Band, Full Circle Music, Joyful Wellness Center.

School Technology Partner, Denver Public Schools (DPS), 2019-2021 • Provided dedicated in-building tech support to two high schools for 300+ students and 100+ faculty members. • Troubleshoot and resolved hardware on Lenovo and Dell laptops, Chromebooks, and standardized applications such as Google Apps Suite, Microsoft Office 2016 Suite, Schoology, and LanSchool for remote teaching. • Created and tracked incidents that came in via phone, email, or in-person. • Provided in-person and remote support during the pandemic, using Windows Quick Assist and Google Chrome Remote Access Tools.

TIE Support Representative, InMotion Hosting, 2017 • Provided web hosting technologies support via chat, phone, and email with remote connectivity as necessary. • Performed setup and administration tasks on Linux/UNIX command line, using scripting tools such as HTML, PHP, MySQL, and JavaScript. • Administered CentOS platform via cPanel and Web Host Manager. • Handled over 1000 customer interactions per month with consistent positive feedback • Identified and reported common issues and bugs to the development team.

Help Desk Analyst, Steiner Management Services, 2013 ~2015 • Provided remote database, network, and systems administration for Cruise Line Onboard Spas running Steiner Point of Sale (POS) applications and systems. • Interfaced with Cruise Line Networks, Microsoft SQL Server 2012, Windows 7 and 10 on Windows 2012 Servers and VMWare Virtual Machines, and hardware. • Developed a new user-friendly training tool and updated the Technical Manuals with current technology. • Performed administration of Microsoft SQL Server 2012, retrieving, parsing, and manipulating data as necessary. • Improved the efficiency and accuracy of data reporting by creating custom queries and scripts. •

Accounting Specialist II, Environmental Consulting & Technology, 2011 ~2013 • Managed collections thru collection agency submittal, reconciled and managed data for stocks, accounts receivables, company assets - utility trucks. • Managed all facilities maintenance challenges liaising with vendors and approved expenses as necessary. • Reduced the accounts receivable aging and increased the cash flow with dunning processes. • Negotiated contracts with vendors and saved on maintenance costs.

Technical Support Representative, Elite Software, Inc., 2010 ~2011 • Provided troubleshooting and development of technical solutions/workarounds for a 16-bit Microsoft Access database application. • Performed installations and updates with appropriate configuration using remote connectivity. • Created, converted, imported, networked, and managed VMWare and Microsoft Virtual PC (XP Mode) virtual machines to run the 16-bit application. • Resolved over 90% of customer issues within the first call or chat. • Created and updated documentation and knowledge base articles for common issues.

Technical Analyst, FrontRange Solutions, 2006 ~2009 • Provided helpdesk support for Goldmine Enterprise CRM application via chat, phone, and email with remote connectivity as necessary. • Performed installations, administration, and reporting of Microsoft SQL Server 2005 and 2008. • Conducted troubleshooting tasks to develop technical solutions or workarounds on assigned incidents. • Managed and tracked incidents • Achieved excellent customer satisfaction based on surveys. • Escalated complex issues to senior analysts and developers as needed.