

Alex Wuorio

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Summary

Experienced Computer Engineer applying knowledge of hardware and software, system administration, technical support, information technology, and project development all while solving problems in an organized, documented and timely fashion. Dedicated to continuous improvement, and determining the best process for simplifying technical tasks.

Education

Wentworth Institute of Technology: Boston, MA
Bachelor of Science in Computer Engineering Technology

Graduated August 2015
GPA 3.0/4.0

University of Massachusetts Lowell: Lowell, MA
2nd Bachelor's Degree - Bachelor of Science in Information Technology

Graduated December 2017
GPA 3.37/4.0

Technical Experience:

Engineering

- Networking administration
- Digital Multimeter/Oscilloscope
- Circuit Design PSpice/Multisim/QuartusII
- Switch and Server Support
- Raspberry Pi/Arduino/TI MSP430 development
- C/C++/Python/Java/SQL/VHDL
- Web Dev - XML/HTML/CSS/JS
- Soldering and Circuitry
- 3D Printing and Design

Technical Support and Customer Service

- VOIP, PRI and PBX support
- Web support (email and ticketing software)
- Remote Support (LogMeIn, TeamViewer, Citrix)
- Streamlined support tasks and technical projects
- Reduced workload and handling time
- Field technician support
- 3rd party software and office device support
- Troubleshooting and debugging
- Research

Employment

Blub0x

September 2018-Present

Front and back end developer intern assisting with the development of a web security platform/ MVC environment. Models and Controllers in C#/.NET, XML and SQL, and Views with Bootstrap, CSS, JS and HTML.

ShowGroundsLive LLC: Shelburne Falls, MA

September 2016-Present

Technical Specialist

Offered remote technical support by means of phone and/or RDP/LogMeIn to multiple facilities across the country. Requests concerned office hardware, third party software, LAN and MPLS, offsite VPN, physical and virtual server administration. Conducted support and development for ShowGroundsLive/Online software, domain management, hosted web applications, 4D databases, and video production/hosting/server management. Design and manufacturing of 3D prints and circuitry for microcontrollers to create various forms of facility automation.

Life Plans Inc.: Waltham, MA

December 2015-July 2016

Help Desk Technician I

Constructed and managed user accounts with Active Directory and GroupPolicy. Technical support for call center and medical record department. Synthesized deployable images with Imagex and Sysprep, maintained profiles per department. Assisted with installation of deployable servers. Managed database and users with SQL, AD and Web landing portals.

Citizens Disability: Waltham, MA

December 2013- July 2015

Systems Administrator COOP

Provided technical support for office hardware and third-party software to over 400 users. Assembled and repaired Dell Computers. Contacted Dell for any warranty or part replacement. Conducted internal repairs (PSU, HDD, RAM, etc.).

Highlighted Projects

ShowGroundsLive LLC

- Ringside Button Box – Raspberry Pi using NodeRed. Redesign of original C# program with communication by TCP/IP to video server for managing data of videos/recordings against entry, class and ring.

Wentworth Institute of Technology

- Universal Smart Remote – Infrared, Bluetooth, 433 MHz RF, Zigbee and ZWave capable apache/express web app using Raspberry Pi.