

Joseph Loporto

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Education

B.S. IN COMPUTER SCIENCE | WILMINGTON UNIVERSITY | NEW CASTLE, DE

GPA: 3.9 | Expected Graduation: December 2025

A.S. IN COMPUTER SCIENCE, HONORS | DCCC | MEDIA, PA

Graduated May 2023

CERTIFIED: COMPTIA A+

Experience

WATERSPIDER ASSOCIATE | AMAZON LOGISTICS | SEP. 2023 – PRESENT

- Honed time management skills working 40-60 hours weekly while succeeding in school full time.

IT SUPPORT ASSOCIATE II | AMAZON OPS TECH IT | JAN. 2022 – FEB. 2023

- Promoted from IT Equipment Coordinator
- Work with teammates across 5 nodal teams and 2 shifts to support 1000+ end users using tickets.
- Diagnosed analyzed, and resolved network, software, and hardware issues in 15+ end user utilities
- Advanced skills of myself and others in supporting Cisco/Windows/Active Directory/Linux network infrastructure for Amazon locations.
- Trained and onboarded multiple new IT employees to enable them to follow policy and procedure in both same and lower-level roles.
- Monitored and kept accurate records of critical company inventory; used software such as Excel to generate and present reports.

Projects

AI VIRTUAL ASSISTANT / SMART HOME DEPLOYMENT

- Worked in Python, C, and existing tooling such as WhisperAI, Home Assistant, and the ChatGPT API to create a locally hosted voice activated assistant capable of responding to questions and commands
- Debugged Python, Bash, C, and various Javascript and compiled project interactions
- Integrated custom local speaker and microphone array into project to receive and output audio

PERSONAL WEBSITE JOSEPHLOPORTO.COM

- Provisioned Oracle Cloud Ubuntu Linux VM with NGINX, Certbot, and debugged networking
- Created portfolio website using HTML and CSS Knowledge, and Hugo Markdown compilation

AMAZON MDT2 PACKING STATIONS IT REBUILD | 2022

- Coordinated between contractors and local leadership to push replacement of 100+ units of outdated IT equipment over multiple weeks for all local packing stations in a 24/7 operational warehouse.
- Worked with end users to document, plan for, and address pain points such as ergonomic comfort, and points of software and hardware failure.
- Worked Independently and jointly in 3-5 person teams for smooth re-deployment of IT assets, following IT security and best practice policies.