Jairo Romero

Client Development | Web Developer | IT Technician

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Profile

Managed IT client development specialist with experience in client onboarding, account retention, web development, systems engineering, and help desk support. Resolved over 90% of help desk queries on first contact and achieved a 95% IT support customer satisfaction rating.

Experience

Client Development Specialist | Southridge Technology

Sep 2020 – Present · Remote, Stratford, CT

- Manage onboarding and offboarding, coordinate technical handoffs, and recommend managed IT services based on client needs.
- Maintain CRM records, follow up with clients, and help identify account expansion opportunities.
- Use Hatz AI in day-to-day work.
- Completed multiple client email migrations from hosted Exchange to Microsoft email services.
- Manage client websites monthly and maintain group policy, authentication, and credential processes.
- Oversee a portfolio of more than 200 client domains.
- Attend marketing events on behalf of Southridge Technology.
- Served two terms on Southridge Technology's Security Team.
- Deploy cybersecurity training programs for Southridge clients.
- Served as account manager for multiple clients across the East Coast, including Florida, Virginia, New Jersey, and Connecticut.

Systems Engineer | Catus Management Solutions

May 2017 – Mar 2020 · Rye Brook, NY

- Developed SharePoint 2016 application features and managed site configuration and user experience.
- Deployed Windows images and applications with SCCM, integrated WSUS, and managed Active Directory with PowerShell.
- Provided Tier 1 and Tier 2 support across Windows, Apple, and mobile devices.

Front-End Web Developer | Mdesigns LLC

Feb 2012 – Dec 2017 · Stamford, CT

- Built and maintained CMS websites, addressed bugs, and improved usability, accessibility, and search visibility.

Senior Graphic Designer | House of Flowers, Inc.

Nov 2003 – May 2017 · Mamaroneck, NY

- Established the graphic design department, organized production workflows, and created client marketing materials.

Selected Project

Custom mHelpDesk API

Built an API for an mHelpDesk integration where a built-in API service was unavailable.

Skills

Hatz AI, Claude AI, ChatGPT, custom API development, hosted Exchange migrations, WordPress, SharePoint, CSS, JavaScript, Active Directory, Windows Server, PowerShell, SCCM, WSUS, Huntress, and SentinelOne. English and Spanish (advanced).

Software Knowledge

ConnectWise, N-able, SonicWall, Microsoft 365, Adlumin MDR, Huntress EDR/MDR, Jotform, MileIQ, BambooHR, and Cisco Meraki.

Education

Bachelor's studies in Computer Arts and Design · Mercy College · 2004

Associate of Arts in Multimedia Management · The College of Westchester · 2002