

Erik Vigorito

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PROFESSIONAL SUMMARY

Technical Operations Specialist with hands-on experience supporting IT operations, SaaS platforms, and system workflows. Proven ability to improve processes, document systems, and coordinate across technical and non-technical teams to ensure reliable service delivery. Strong foundation in IT support, operations, and enterprise platform fundamentals.

CORE SKILLS

IT & Support

IT Operations | IT Support | Service Desk | SaaS Platforms | Microsoft 365 | Access Management | Incident Response | System Troubleshooting

Process & Quality

Process Improvement | Workflow Optimization | SOP Development | Documentation | Light Automation | Quality Assurance | Data Validation

Tools & Platforms

Windows & macOS | Azure / Azure AI | GitHub | Netlify | Jira (Agile) | HubSpot CRM | SAP ABAP Platform Fundamentals | Enterprise Systems | Remote Work Tools (Teams, Zoom, Slack)

PROFESSIONAL EXPERIENCE

Office Manager (IT Operations – Contract)

The Retreat (Intuitive) | Orlando, FL | Dec 2024 – Present

- Supported day-to-day IT operations across Microsoft 365 and SaaS platforms in a remote-friendly environment.
- Applied operational best practices to improve system reliability and documentation.
- Coordinated vendors and internal systems, reducing processing time by 25%.
- Maintained operational documentation, access coordination, and data workflows.

Logistics & Operations Specialist

Mobile Logistics Services | South & Central FL | Nov 2017 – Jan 2025

- Supported operations across a large network of distributed locations.
- Authored and enforced SOPs, improving dispatch efficiency by 20%.
- Optimized coordination processes to improve consistency and service quality.

General Manager

Shell & RaceTrac | Fort Pierce, FL | 2010 – 2017

- Led multi-site operations, compliance, staffing, and performance management.
 - Improved operational efficiency by 20% and increased sales performance by up to 17%.
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CERTIFICATIONS

CompTIA A+

Microsoft Azure AI Fundamentals (AI-900)

SAP ABAP Platform Fundamentals

IBM Artificial Intelligence Fundamentals

IBM Big Data Foundations | Hadoop Foundations

Additional 20+ certifications available on LinkedIn and Portfolio

EDUCATION

Bachelor of Science — Information Technology Management & Cybersecurity

Indian River State College | Cum Laude (GPA 3.7)