

ALEX BOGLE

IT Support & Service Desk Specialist

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PROFESSIONAL SUMMARY

IT Support and Technical Operations professional with hands-on experience resolving hardware, printer, device, account, internet, email, application, and access issues for customers and internal users. Experienced in phone and email support, device setup and configuration, firmware updates, CRM documentation, asset systems, workflow improvement, and escalation coordination. Targeting IT Support, Help Desk, Service Desk, Desktop Support, and IT Operations roles.

CORE SKILLS

IT Support | Help Desk Support | Service Desk Support | Hardware Troubleshooting | Printer Support | Laptop & Desktop Setup | Device Configuration | Firmware Updates | Account Access Support | Internet & Email Troubleshooting | Application Support | CRM Documentation | Ticketing & Escalations | Remote & Phone Support | Asset Management | User Support | Process Documentation | Salesforce | Autotask | AssetTiger | Slack | Google Workspace | Google Sheets | PuTTY

PROFESSIONAL EXPERIENCE

IT Procurement Administrator, Temporary Contract

Sterling Carter Technology Distributors | Portmore, Jamaica | Mar 15, 2026 to May 15, 2026

- Supported customers by phone and email while maintaining accurate product, order, pricing, and availability information.
- Set up and upgraded desktop computers, including RAM and storage installations.
- Cleaned, tested, and prepared printers for handoff or delivery.
- Created quotations, sales orders, invoices, payment records, and supporting documentation using River Cities.

Asset & Inventory Management Officer (Level II), Temporary Contract

Island Networks Jamaica | Kingston, Jamaica | Feb 2025 to Dec 2025

- Maintained technical asset records and administered AssetTiger for equipment tracking and accountability.
- Built Slack automations for equipment logging and workflow visibility.
- Coordinated device readiness and deployment needs through daily in-person and remote provisioning meetings.
- Worked with IT and R&D teams to restart, troubleshoot, configure, and update device firmware.
- Connected to devices through IP addresses, native interfaces, and PuTTY to support diagnostics and configuration.

Assistant Warehouse Manager, later Warehouse Manager

Security Options Limited | Kingston, Jamaica | Jan 2023 to Nov 2024

- Maintained accurate inventory records in QuickBooks Enterprise and reconciled physical stock against system quantities.
- Documented material variances and escalated findings for management review.
- Managed receiving, order fulfillment, and customer product supply while supervising warehouse operations.

Technical Support Specialist, Fitbit Account

ibex | Kingston, Jamaica | Dec 2022

- Delivered phone and email technical support for Fitbit devices, mobile app use, account access, and customer orders.
- Diagnosed Bluetooth pairing, device setup, syncing, firmware, sensor data, and app connectivity issues.
- Used Salesforce CRM and internal knowledge base tools to document cases and guide customers through resolutions.

Customer Service Representative

Reliable Courier Jamaica | Kingston, Jamaica | Aug 2020 to Nov 2022

- Served as the primary in-house contact for staff technology needs alongside customer service and operations duties.
- Set up laptops, printers, and phones; installed software; configured user accounts; and resolved internet, email, printer, tracking system, and access issues.
- Replaced a paper-based package workflow with a Google Sheets system, reducing work that could extend into the next day to a process completed within a few hours.
- Gathered requirements for a company website redesign and supported digital communications tools.

Customer Service Technician, StubHub Account

Sutherland Global Services | Kingston, Jamaica | Oct 2019 to Apr 2020

- Delivered phone and email support for customers using StubHub's ticketing platform and mobile app.
- Assisted with ticket and pass access, purchases, deals, refunds, gifts, and account questions.
- Troubleshoot application and account issues affecting ticket delivery, access, and purchase completion.

CERTIFICATIONS

Google IT Support Professional Certificate | EF SET English Certificate, C2 Proficient, 79/100

EDUCATION

University of Technology, Jamaica | 2017 to 2018 | Architecture Studies Coursework

Excelsior Community College | 2015 to 2016 | Architectural Studies Coursework

Wolmer's Boys' School | 2010 to 2015 | High School Diploma