**Benny Dorlisme**

***A+ / N+ Certified***

251 Osborn St Apt 4I Brooklyn, NY 11212 ● [bennydorlisme@gmail.com](mailto:bennydorlisme@gmail.com) ● (929)-377-3969

**TECHNICAL & PROFESSIONAL SKILLS**

* **Hardware:** Install , uninstall , configure , and maintain RAM , HDDs, Expansion Cards, CPUs,Firewalls, Routers, Switches, Printers, etc…
* **Software**: Active Directory, PropellerHead Reason, Powershell, Windows Server, Microsoft Office, WAMP, VMWare, IP configurations, traceroute , nslookup, tcpdump, VPN, etc…

**• Certifications:** CompTia A+, and Network+

**WORK EXPERIENCE**

**Apex Systems Inc.** **(Viacom)** New York, NY Service Desk Analyst 10/2016 – 11/2016

* Averaged 60 ‘taken’ and ‘resolved’ calls per day
* Modified AD user accounts across 10 different domains
* Resolved over 500 service desk tickets

**Gary Plastic Packaging Corp.** Bronx, NY

*Help Desk Technician*  5/2016 – 7/2016

* Automated creating new users with Powershell and Selenium scripts
* Created programs with Powershell to streamline business processes
* Monitored print servers , and fixed printer issues when detected
* Maintained PBX phone system, and discovered new ways to use it
* Created , and maintained AD users and Exchange emails mailboxes
* Created and , Closed over 150 helpdesk tickets
* Created User Profiles for the IBM AS/400 via Windows Access Client

**WNET New York Public Media** New York, NY

*Help Desk Technician* 10/2012 – 2/2013

* Repaired & Installed hardware parts for Desktops
* Performed over 100 PC set ups for new and moving employees
* Assisted Managing User Profiles, Migrating User Profile Data
* Averaged closing about 5 – 10 help desk tickets a day over an intranet
* Analyzed and fixed various hardware and software errors using programs such as Recovery Console
* Assisted Users over the phone and in person with software and hardware issues
* Updated Room Reservation List every morning for all three floors of the company

**Remdemtech** Bronx, NY *Production Technician* 10/2010 – 1/2011

* Refurbished over 1,000 Computers (Desktops, Laptops and Servers)
* Worked with proprietary software to wipe and test HDDs over an intranet
* Recycled obsolete and unwanted computers and peripheral parts
* Met company’s daily quota for functional PC, Laptops and Printers for resale or donation

**EDUCATION & PROFESSIONAL TRAINING**

**Borough of Manhattan Community College** New York, NY

*Computer Science*                                                                                  2009 - 2016

**Year Up – New York** New York, NY

*Quality Assurance*                                                                               1/2014

**Perscholas Institute of Technology**  Bronx, NY

*Information Technology*                                                                                                    10/2010