DOMINICK FOLLETTI

Information Technology Professional

CONTACT

✉ dominickfolletti@gmail.com

📱 907.982.1407

🏠 Wasilla, AK

SKILLS

Accountability

Attention to Detail

Desktop Support

Improving Efficiency

Microsoft Certified

Organizational Guru

Problem Solver

Professional Integrity

Project Coordination

Relationship Builder

Team Leadership

Troubleshooting

EDUCATION

Associates Degrees:
- Applied Science Industrial Process Instrumentation
- Computer Science
- Graduate- Palmer High School

Related Training:
- Access, Assembly and Machine Code, Cisco Networking, Database Mgmt., Digital Control Systems (241), Excel, FTP, Hardware Repair, Microsoft Certified MD100-MD101, Programming in C, Visual Basic, Word

SUMMARY

Highly organized Information Technology professional with experience in system administration, infrastructure management, and application support. Resourceful in designing processes to address business needs for everything from IT service scalability to device lifecycle management. Passionate about improving flexibility and efficiencies in IT operations with customer-focused solutions. Seeking to continue to support hardware and users in a Windows environment while gaining valuable knowledge to use in the future.

PROFESSIONAL EXPERIENCE

Information Technology Support Specialist - **Matanuska Susitna School District**
2016 - Present

- Deploys and improves internal SOPs for new users and computer deployments.
- Designs, scripts, and tests IT self-support applications to reduce tier 2 incidents. Deploys district-wide recommended system specs, IT contact info and common self-help solutions.
- Helps troubleshoot customers issues by utilizing the OSI model and by diagnosing potentially complex issues, while effectively communicating solutions to staff members.
- Images new computers, assists with OOBE, adds computers to appropriate OUs in AD, and pushes down group policies. Facilitates migration of devices for Windows updates.
- Keeping current and looking ahead with technology trends and advancements that are essential for the district to function resourcefully and efficiently.
- Onsite and remote end-user support of all IT hardware including, desktops, laptops, tablet/smartphones, MFDs, document scanners, and other peripherals.
- Performs initial triage on Service Desk requests and incidents, resolves and/or routes work as appropriate for Windows, and/or MAC infrastructure.
- Technical expertise as a core part of the IT operations team supporting diverse schools from office of instruction to school curriculums. Acts as primary confidential IT support for teacher/principal issues in a timely manner according to SLA guidelines.

Assistant Manager – Fred Meyer
2006 – 2016

- Demonstrated product knowledge and experience, with a strong customer service focus.
- Maintained accuracy of cash and transaction reconciliations.
- Provided primary day-to-day contact for utility customer service to resolve customer account problems.
- Responsible for updating and managing employee's schedules.
- Supervised team to ensure all safety measures were met.
- Verified shelves were fully stocked and anticipated trends of products.