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| DC Technical Skills  * Experienced with Windows, MAC, Linux. * Oracle PL/SQL/NoSQL; * HTML/CSS/JavaScript * Network solutions * Office 365 Suite  Professional Skills  * Effective Communicator * Team Leader * Works well with others * Teamwork * Time management * Decision making * Self-motivation  Education  * AA in Math & Science • June 2018 • Los Medanos College * BS in Information Systems • Graduation date 12/2020 • San Francisco State University | |  | | --- | | DOMINIC j. cONFETTIDCONFETTI@MAIL.SFSU.EDU | (925) – 628 - 3676 27 bARRIE dRIVE pITTSBURG, cA, 94565 |  ExperienceITS Facilities/Housing • SFSU, San Francisco, ca • jAN 2019 – pRESENT  * Responsible for providing desktop, network and user systems technical support. * Troubleshooting networks, systems, and applications. * Troubleshooting printers, networking, setting up staff workstations, IoT Devices, and AiM Devices. * Performing hardware, software installations and upgrades. Investigating and providing solutions to correct malfunctions and optimize operating procedures of the departments we service. * Documenting problems and solutions in ticketing system (ServiceNow) * Providing IT assistance such as hardware and application support for the faculty and staff in departments Facilities Services, Physical Planning and Development, Capital Planning Design and Construction, and Housing. * Assisting in IT projects throughout the facilities department as well as assisting students with their housing network and internet access.  Service Desk STudent IT Consultant • SFSU, San Francisco, CA • Jan 2018 – jAN 2019  * Provide first level help desk support for service requests and incidents. Identify patterns that may indicate service problems. Perform light clerical tasks. * Services include: Network (wired and wireless), Hardware troubleshooting, Software distribution, installation and assistance, E-mail, IM and administrative account requests and assistance. |