Daniela Valerio Desanero

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Summary

Highly motivated and technically adept Entry-Level IT Support professional with a passion for troubleshooting and resolving technical issues. Proficient in providing excellent customer service, diagnosing software and hardware problems, and assisting end-users with technical inquiries. Strong communication skills and a quick learner, eager to contribute to a dynamic IT team and leverage academic knowledge in a practical setting. Committed to continuous growth and staying up to date with the latest industry trends and best practices.

Education and Certifications

Associate degree in computer science (A.S.), Kingsborough College, CUNY, NY, Graduating in December 2023
CompTIA A+ Certification, June 2023
Google IT Support Certificate, April 2023
CodePath - Intro to Cybersecurity Certificate, April 2023

Technical Skills

Systems: Windows, Mac OS, Linux (Kali)
Administration: Active Directory, MS Exchange, backups
Hardware: Laptops, Desktops, Mobile (iPhone, Android), printers
Networking: Cisco (Servers, Switches, Routers), LAN/WAN, TCP/IP
Virtualization: VMWare
Cloud: SharePoint, Dropbox, Google Drive
Software: VSCode, MS (Office, SharePoint), GitHub, NetSuite, Ninja
Languages: C++, Python, HTML, CSS, JavaScript

Relevant Professional Experience

IT Management Fellowship   **June 2023 – August 2023**
Concern Worldwide US, New York, NY | Hybrid

- Successfully designed, implemented, and administered SharePoint sites for diverse departments, fostering streamlined collaboration, information sharing, and productivity enhancement.
- Demonstrated aptitude for managing and maintaining network infrastructure, assisting in the implementation of network upgrades, and ensuring reliable and efficient network performance.
- Collaborated with the IT Manager to provide support and assistance to Concern US IT users, ensuring timely resolution of related issues and delivering exceptional desktop support in a hybrid working environment.
- Provided valuable assistance to the IT Manager in the successful implementation of a bar code-based Assets Management system, streamlining the tracking and management of company assets, resulting in improved inventory accuracy and operational efficiency.
- Collaborated closely with the IT Manager to implement a robust and secure encryption solution for staff computers, safeguarding sensitive data and protecting the organization against potential security breaches.

IT Fundamentals Program Trainee   **February 2023 – June 2023**
NPower, New York, NY | Remote
Selected to participate in 16-week training program for CompTIA's ITF+ and A+ certification run by a nationally recognized nonprofit school for young adults and Veterans.

- Troubleshooting - Analyzed OSI Model and obtained a deep understanding of the steps behind

troubleshooting mobile devices, printers, and other critical computer hardware and hardware peripherals used in professional and personal settings.
- Virtualization - Procuring virtual machines to complete various tasks and creating environment to increase Task Management in Windows environment; Used to conduct technical support application through testing and diagnosis purposes.
- Networking – Compared and contrasted TCP/IP, Network protocols that are used in Small Office/Home Offices that require infrastructures that need to be maintained with structural integrity.

Data Management Co-op   **January 2022 - July 2022**
Johnson & Johnson, Brunswick, NJ | Remote
- Identified and defined key metrics and performance indicators, created, and maintained dashboards to drive network planning decision.
- Analyzed over 50k files to identify what type of data classification files they are.
- Devised and implemented efficient and secure procedures for data handling and analysis with attention to all technical aspects.
- Assisted with reports and data extraction when needed.

Software Developer Trainee   **September 2021 – July 2022**
Year Up, New York, NY| Remote
- Developed dynamic and visually appealing websites using HTML, CSS, and JavaScript, showcasing strong proficiency in front-end web development, and used Netlify to deploy websites.
- Learned Python programming language, exploring its fundamentals and syntax to build a strong foundation. Became familiarize with basic Python concepts such as variables, data types, loops, conditionals, and functions. Worked on small coding projects and exercises to practice and reinforce Python concepts.
- Served as Operations Manager and managed the room set up, facilitated welcome, overview, and action items.