

Dillon Alterio

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Skilled and detail-oriented **Data Analyst** and **IT Technician** with over three years of experience supporting and optimizing software systems and databases in SaaS environments. Expertise in **data collection, analysis, and reporting** using tools like SQL, Python, and Excel, combined with a deep understanding of IT infrastructure, cloud technologies, and system troubleshooting. Adept at leveraging data-driven insights to support business decisions, improve operational efficiency, and enhance user experiences. Proven ability to diagnose and resolve technical issues, implement automation processes, and ensure the seamless operation of SaaS platforms. Strong communication and collaboration skills, working effectively with cross-functional teams to deliver actionable insights and technical support.

Technical Skills

SaaS | Java | JavaScript | Python | PHP
Linux | MySQL | SQL | HTML | CSS

Professional Experience

IT Support Technician – SaaS (Software as a Service) 9/2024 – Current
ITpipes | Remote

- Manage user accounts, permissions, and access control for SaaS platforms, ensuring proper security protocols and user compliance.
- Work closely with software developers and engineering teams to report bugs, suggest enhancements, and assist in software updates and patches.
- Assist in the installation, configuration, and updates of SaaS software, ensuring smooth integration with existing systems and infrastructure.
- Regularly monitor SaaS systems for performance, uptime, and potential issues. Proactively identify and address system bottlenecks or vulnerabilities.

Data Analyst 5/2023 – 9/2024
Sperry Rain, Inc. | Shelton, Connecticut

- Analyze complex datasets to extract meaningful insights, identify trends, and generate reports. Use statistical methods and tools such as SQL, Python, R, and Excel to conduct exploratory and predictive data analysis.
- Adept at cleaning, processing, and interpreting complex datasets to deliver plausible solutions that support organizational goals.
- Managed and inputted all relevant data into proper entry points within the database and software.

Education

Bachelor of Science, Computer Science
Southern CT State University, New Haven, CT

Certifications

CompTIA Security + SYO-701