

DIXIE KORLEY

SUMMARY

Highly motivated and detail-oriented IT Help Desk Technician seeking a Data Analyst position to leverage analytical skills and technical support knowledge.

CONTACT

✉ dixiekorley.com
📍 New Jersey
in DixieKorley
🔗 DixieKorley

EDUCATION

Rutgers University ·
Sept. 2011 to Dec. 2015
Bachelor of Arts - English,
Management Minor 2015

Essex County College ·
June 2009 to May 2011
Associate in Science -
Business Administration
2011

EMPLOYMENT

Public Service Enterprise Group Newark, NJ
IT Help Desk Technician Sept. 2020 to Current

- Provided technical support to employees by troubleshooting hardware and software issues, ensuring minimal downtime and maximum productivity.
- Responded to help desk tickets, resolving technical problems, and escalating issues when necessary to maintain efficient operations.
- Assisted in the setup and configuration of computer systems, software installations, and network connectivity.

Workforce Opportunity Services Newark, NJ
IT Help Desk Technician (Contractor) July 2019 to Sept. 2020

- Delivered technical support services to end-users, resolving hardware, software, and network-related issues to ensure smooth operations.
- Assisted in the deployment of new hardware and software systems, ensuring proper installation and functionality.
- Collaborated with cross-functional teams to troubleshoot complex technical problems and implement effective solutions.

SKILLS

LANGUAGES: Python, SQL

DATA ANALYTICS: Microsoft Excel, PowerBI, Tableau

TECHNICAL SUPPORT: Windows, Office 365, Microsoft Office

CERTIFICATIONS: CompTIA Data+ (In progress)

PROFESSIONAL DEVELOPMENT

Workforce Opportunity Services June 2019 to
IT Help Desk Training Program Sept. 2019

- Completed a comprehensive three-month training program with Workforce Opportunity Services, acquiring skills in CompTIA A+, Microsoft 365, and introductory networking.
- Gained proficiency in troubleshooting hardware and software issues, enhancing technical support capabilities.
- Developed a strong foundation in managing Microsoft 365 applications and services.
- Acquired knowledge of networking fundamentals, including TCP/IP, DNS, and network protocols.