Dixie Korley

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WORK EXPERIENCE

Public Service Enterprise Group   **Sept. 2020 – Present**
IT Field Service Technician   *Newark, NJ*
- Managed and escalated over support tickets using ServiceNow, ensuring efficient problem resolution.
- Provided technical support to end users, focusing on security and privacy standards.
- Collaborated with cross-functional teams to troubleshoot technical issues.
- Actively participated in evaluating and implementing emerging support channels and technologies.

Workforce Opportunity Services   **Sept. 2019 – Sept. 2020**
IT Consultant - PSEG   *Newark, NJ*
- Delivered technical support services to end-users, resolving hardware and software issues.
- Collaborated with cross-functional teams to troubleshoot complex technical problems and implement effective solutions.
- Assisted in the deployment of new hardware and software systems, ensuring proper installation.
- 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.

PROJECTS

BBC Country Profile Timeline   **May 2024**
Power BI, Python
- An interactive timeline visualization of historical web data from BBC country profiles from African continent.

Loan EDA | Prediction   **April 2024**
Python, Jupyter Notebook
- Explored correlations and predictive factors in a loan dataset using regression models and Random Forest.

Diamond Carat Prediction   **Sept 2023**
Python, Jupyter Notebook
- Studied if 'carat' variable in a diamonds dataset influence diamond pricing using Linear Regression.

EDUCATION

Kean University   **Incoming September, 2024**
B.S, Computer Science | Data Science Concentration   *Union, NJ*

Rutgers University   **Graduation May, 2015**
B.S, English | Minor in Business Management   *Newark, NJ*

Essex County College   **Graduation May, 2011**
A.S, Business Administration   *Newark, NJ*

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA Data+, Power BI *(in progress)*
- **Skills:** Python, SQL, Pandas, Jupyter Notebook, Microsoft Excel, Power BI, Microsoft 365, Github, HTML/CSS, VS Code, data visualization, data collection and wrangling, software proficiency, troubleshooting
- **Interests:** comics/manga/nollywood hybrid; writing; cooking; drawing