

Dixie Korley

Data Analyst

I am a Help Desk Technician seeking a Junior Data Analyst position to leverage analytical skills, programming knowledge, and deep interest in data analysis to drive success in a dynamic organization.

CONTACT EXPERIENCE

Plainfield, New Jersey
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IT Help Desk Technician | Public Enterprise Service Group | Newark, NJ | [Dates]

EDUCATION

- Bachelor of Arts in English, Minor in Management, Rutgers University, 2015
- Associate of Science in Business Administration, Essex County College, 2011

SKILLS

- SQL
- PowerBI
- Microsoft Excel
- Technical Support

- 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.
- Conducted user training sessions to improve technology literacy and maximize user productivity.

IT Help Desk Technician (Contractor) | Workforce Opportunity Services | Newark, NJ | [Dates]

- 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.

CERTIFICATIONS PROFESSIONAL DEVELOPMENT

Comptia Data+ (In progress)

- 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.

