

# Dixie Korley

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## WORK EXPERIENCE

### Public Service Enterprise Group

Sept. 2020 – Present

*IT Field Service Technician*

*Newark, NJ*

- Provide technical support to end-users, resolving software and hardware issues while ensuring adherence to security protocols.
- Utilize CyberArk on the client side to access devices and servers remotely to support end-users.
- Utilize Carbon Black to address patch management issues, performing uninstall/reinstall to resolve software conflicts.
- Escalate security incidents related to privileged access and patching failures to the cybersecurity team.
- Manage support tickets using ServiceNow, ensuring compliance with company security policies.

### Workforce Opportunity Services

Sept. 2019 – Sept. 2020

*IT Consultant - PSEG*

*Newark, NJ*

- Delivered technical support services for M365 environments, ensuring secure access for users and troubleshooting security issues.
- Assist in deploying new hardware and software systems, including patch management and secure configurations.
- Collaborated with cybersecurity team, to address vulnerabilities and improve network security protocols
- Enhanced proficiency in privileges access management (PAM) and identity access management (IAM) principles during technical support operations.
- Acquired knowledge of networking fundamentals, including TCP/IP, DNS, and network protocols.

## PYTHON PROJECTS

### [Country Timeline Webscraper](#)

May 2024

*Power BI, Python*

- An interactive timeline visualization of historical web data from BBC country profiles from a 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/Cybersecurity Concentration*

*Union, NJ*

### Rutgers University

Graduation May, 2015

*B.S, English | Minor in Business Management*

*Newark, NJ*

## CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA Data+, CompTIA Security+ (*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