

Dixie Korley

dixiekorley@gmail.com ❖ dixiekorley.com ❖ New Jersey ❖ [Portfolio / GitHub](#) ❖

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

- Created an interactive timeline visualization of historical web data from BBC country profiles using Python and Power BI.

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, then visualized results between 'carat' and 'price' variables.

EDUCATION

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