

Dixie Korley

dixiekorley@gmail.com ❖ dixiekorley.com ❖ Plainfield, New Jersey ❖ 973-495-6369

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 other teams 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

September, 2024

B.S, Computer Science | Data Science Option

Union, NJ

Rutgers University

Graduation May, 2015

B.S, English | Minor in Business Management

Newark, NJ

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA Data+
- **Skills:** Microsoft 365 (Excel, PowerPoint, Access, Word), Power BI, Python, SQL, Pandas, Jupyter Notebook, Github, HTML/CSS, VS Code, data visualization, data collection and wrangling, software proficiency, troubleshooting