

Dixie Korley

dixiekorley@gmail.com ❖ dixiekorley.com ❖ New Jersey ❖ 862-279-8959

WORK EXPERIENCE

Public Service Enterprise Group

June. 2025 – Current

Data Analyst | Business Support Specialist

Newark, NJ

- Work on analytical reports that are prepared by performing tasks such as data extraction to organize data into charts and dashboards to analyze results towards achievement of scorecard targets.
- Work on preparing presentations to communicate results to internal stakeholders.
- Other analytical projects may include working on continuous improvement projects, technical / financial review and analysis and other ad-hoc market research assignments.
- Collaborate cross-functionally with teams to gather insights, validate findings, and ensure alignment of analytical outputs with business objectives.

Public Service Enterprise Group

Sept. 2020 – June. 2025

IT Field Service Technician

Newark, NJ

- Provide onsite and remote 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.

PYTHON PROJECTS

[JD Power Dashboard Data Prep](#)

July 2025

Python, Jupyter Notebook

- Applied Python-based data cleaning and transformation techniques to prepare stakeholder datasets for automated dashboard ingestion.

[Country Timeline Webscraper](#)

May 2024

Python, Jupyter Notebook

- Studied if 'carat' variable in a diamonds dataset influence diamond pricing using Linear Regression.

[Loan EDA | Prediction](#)

April 2024

Python, Jupyter Notebook

- Explored correlations and predictive factors in a loan dataset using regression models and Random Forest.

EDUCATION

Kean University

Sept. 2024

B.S, Computer Science | Data Science Option

Union, NJ

Rutgers University

May. 2015

B.S, English | Minor in Business Management

Newark, NJ

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA Data+, ITIL 4 Foundations
- **Skills:** Microsoft 365 (Excel, PowerPoint, Access, Word), Power BI, Python, Pandas, Jupyter Notebook, GitHub, HTML/CSS, VS Code, data visualization, data collection and wrangling, software proficiency, troubleshooting