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| 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 Plainfield, New Jersey  dixiekorley@gmail.com | EXPERIENCEIT Help Desk Technician | Public Enterprise Service Group | Newark, NJ | [Dates]  * 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. |
| 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 |
| CERTIFICATIONS Comptia Data+ (In progress) | PROFESSIONAL DEVELOPMENT  * 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. |

