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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](mailto: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. |

