

# Gianni Petrizzo

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## PROFESSIONAL SUMMARY

I am a detail-oriented Information Science graduate with hands-on experience in IT support, cloud computing, and systems analysis. Certified in INE ICCA with proven ability to troubleshoot technical issues, manage IT infrastructure, and communicate effectively with stakeholders. Seeking to leverage technical skills and internship experience in a full-time IT position.

## EDUCATION

### Bachelor of Science in Information Science

*Michigan State University, East Lansing, MI*

**Expected: May 2026**

- Minors: Computer Science, Information Technology, and Business
- GPA: 3.67/4.00
- Relevant Coursework: Systems Analysis & Design, Health Informatics, Computer Architecture, Data Structures and Algorithms, Creating Human Centered Design...

## CERTIFICATIONS

- |                                                        |                     |
|--------------------------------------------------------|---------------------|
| • INE Certified Cloud Associate (ICCA)                 | December 2025       |
| • INE eLearnSecurity Junior Penetration Tester (eJPT)  | Expected March 2026 |
| • PMI Certified Associate in Project Management (CAPM) | Expected May 2026   |

## EXPERIENCE

### IT Intern

*Sealing Devices Inc., Buffalo, New York*

**December 2024 – Present**

- Provided Tier 1/Tier 2 technical support for 200+ end users, resolving hardware, software, and network issues while maintaining a high non-escalation success rate
- Consulted with end users and department stakeholders to gather requirements and deliver tailored technical solutions, translating business needs into actionable IT support for data migration
- Performed standardized PC imaging using Clonezilla to support efficient device deployments, ensuring consistent system configurations and rapid readiness for end users.
- Developed PowerShell scripts to automate user onboarding and offboarding in Active Directory and remove bloatware from systems, improving security, system performance, and reducing manual effort

### Bag Room Attendant & Caddie

*Glen Head Country Club, Glen Head, New York*

**May 2024 – August 2024**

- Provided personalized service to members and guests, anticipating needs and adapting to individual preferences to deliver a high-quality service
- Managing scheduling and resource allocation to ensure seamless service delivery during peak hours

### Delta Tech

*Delta Sonic, Buffalo, New York*

**May 2022 – August 2023**

- Delivered hands on customer service by detailing vehicle interiors and exteriors, ensuring quality standards while managing multiple vehicles under time constraints
- Diagnosed and troubleshoot equipment malfunctions, applying systematic problem-solving approaches to minimize service downtime

## SKILLS

**Operating Systems:** Windows 10/11, macOS, Linux (Ubuntu)

**Cloud Platforms:** AWS (EC2, S3, IAM), Microsoft Azure, Google Cloud Platform

**Networking:** TCP/IP, DNS, DHCP, VPN, Firewalls, Active Directory

**Tools & Software:** Microsoft 365 (GCC High Tenet), Clonezilla, Power Automate, GitHub, VS Code, Mimecast, CrowdStrike, Power BI, Tableau, Oracle

**Programming:** Python, JavaScript, HTML/CSS, SQL, PowerShell, C/C++, Assembly

**Soft Skills:** Requirements gathering, Project Management (Pert, Gantt charts), Problem Solving, Attention to detail, Cross-functional collaboration, Customer service, Communication, Documentation