Don A. Salvio, Jr

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Website: https://r2d2cousin.github.io/resume-site2/

Professional Summary

Google IT Support Certified professional with hands-on experience in diagnostics, scripting, and support workflows. Transitioning from manufacturing and operations into technical support, with completed IT projects in system monitoring, helpdesk automation, and ticketing systems. Fast learner, problem solver, and team-oriented communicator.

Key Skills

Technical Skills: Python (CLI tools, automation), SQLite, Flask, GitHub, Windows Support, psutil, Networking (ping/ports), Ticketing Systems
Soft Skills: Communication, Troubleshooting, Multitasking, Team Collaboration, Problem Solving, OSHA/ISO Compliance

Tools & Technologies

Python, SQLite, Flask, GitHub, psutil, Windows OS, CMD/Terminal, Excel, Markdown

Professional Experience

- Overnight Stocker – Walmart | Grand Rapids, MI | Nov 2024 – Present

    - • Used in-store systems for inventory checks and shelf labeling
    - • Assisted with device troubleshooting and backroom terminal updates
    - • Supported overnight team with organizational tech and scanner use

- Mold Maker / CNC Machinist – Reed City Group | Sep 2022 – Oct 2024

    - • Manufactured, cleaned, and repaired critical parts using CNC machines
    - • Operated in ISO/OSHA-compliant environments
    - • Used digital tools to log parts and maintain precision standards

Education

Full Sail University – Bachelor of Science in Game Development (In Progress)

Community College of Denver – Coursework in Criminal Justice (Completed Dec 2021)

Certifications

Google IT Support Professional Certificate

OSHA Certification – Aurora, CO

Projects

- System Diagnostic Tool – Python

  - • Created a command-line tool using psutil to monitor CPU, memory, disk, and battery
  - • Integrated CLI menu with real-time metrics and top processes
  - • GitHub: github.com/yourusername/system-diagnostic-tool

- Helpdesk Ticketing System – Python, SQLite

  - • Designed a CLI helpdesk app to create, update, and manage tickets
  - • Built using Python + SQLite with full CRUD support and search functionality
  - • GitHub: github.com/yourusername/helpdesk-ticketing-system

- System Health Dashboard – Flask, psutil

  - • Developed a web dashboard to display live system stats using Flask and psutil
  - • Auto-refreshing UI and structured HTML/CSS interface
  - • GitHub: github.com/yourusername/system-health-dashboard

References

Available upon request.