

Arcangelo Petretta

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EDUCATION

St. John's University, Peter J. Tobin College of Business

May 2015

GPA: 3.65

Major: Bachelor of Science in Economics

Related Coursework: Computer and Business Software, Management Information Systems

Dean's List: All Semesters

SKILLS

- Data Analysis
- Windows XP – 8.1
- Microsoft Office 2007-2013
- Mac OS X Snow Leopard – Mavericks
- System Optimization
- Desktop Support
- Minor Networking, Cabling
- Risk Management
- System Monitoring
- Installation
- OS Imaging
- Data Storage
- Problem Solving
- Inventory Management

WORK EXPERIENCE

Odyssey Logistics & Technology (Danbury, CT)

May 2014 – August 2014, December 2014 - January 2015

IT Intern

- Worked as part of a team to resolve tech-related issues in an office of 70 users, including C-level executives
- Documented help-desk tickets
- Installed, configured, troubleshooted/isolated, and repaired desktop, laptop and computer peripherals (Lenovo)
- Provided Tier 1 local and remote telephone support for desktop, printing, and basic networking issues
- Maintained user accounts on e-mail and domain servers, including password changes and account resets
- Utilized DameWare to resolve user issues remotely
- Used tier 1 troubleshooting skills on network related problems (Wi-Fi, printers, scanners, fax machines)
- Nortel phone system maintenance to include setting up users, group definitions, and handset configuration, including voice mailbox creation, password resets, and maintenance
- Set up, configured and provided support to Apple products including iPads, iPhones and Macs
- Conducted Windows operating system installations, configurations and support of Microsoft Windows 7
- Supported desktop application software installations and configurations of Microsoft Office 2010 & 2013

Santo Stefano Winemaking (now Shelter Rock Winery), LLC (Danbury, CT)

September 2008 - August 2014

Winemaker/Customer Service

- Recorded production and test data such as temperature, Ph levels, Brix Levels, fermentation time, batches processed, and taste test results
- Assisted in the development of the company brand and logo

EXTRACURRICULAR ACTIVITIES

Pi Lambda Phi Fraternity

May 2013 - Dec 2014

Re-Founding Father, Treasurer

- Developed and maintained \$18,000 budget for the years of 2013 and 2014
- Led a team that raised \$1000 within 2 weeks in order to place within the top 10 of 30+ teams for Relay for Life philanthropy event in spring '13
- Only alpha class member to have served on executive board from initiation until graduation

Student Government Inc.

September 2013 - May 2014

Chairman of Research and Development

- Promoted from Co-Chairman to Chairman in Spring of 2014
- Collected and analyzed data to make presentations to student government e-board and university administration
- Data analysis and presentation led to reduction in student ID prices and 24 hour library access
- Met with administration to discuss and propose changes to university policy
- Utilized spreadsheets to organize data and create databases