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**Devon Biancarelli-Milano**

**EDUCATION**

**Quinnipiac University –** Hamden, CT May 2024 – Present

**Master of Science, Cybersecurity**

**Northern Vermont University** – Lyndonville, VT  **December 2021**

**Bachelor of Science, Computer Information Systems** *Specialization: Software Engineering*

**GPA**: 3.83/4.00

Futures Achievement & Futures Scholarship recipient

Graduated Magna Cum Laude

**RELEVANT EXPERIENCE**

**Network Engineer 2**

**Yale University, New Haven, CT Jan 2024 – Present**

• Perform defined processes and practices to manage network systems to ensure consistent and reliable operation to meet business needs  
• Provide escalated user support; troubleshoot and resolve network issues and escalate as necessary  
• Under general direction, install, configure, and maintain network hardware and associated software  
• Maintain reliability of networks by performing monitoring, testing, and troubleshooting  
• Assist in resolving service-related issues and recommend solutions  
• Contribute to developing plans, schedules, and requirements for the deployment of networks  
• Assist with designing, testing, and performing upgrades to installed systems

**Network Engineer 1**

***Yale University, New Haven, CT*** **Feb 2022 – Jan 2024**

* Installing and configuring network equipment to update or fix hardware or software issues.
* Monitoring systems to improve network performance for computer systems and networks.
* Communicating networking issues to other employees and management, assigning tickets to the correct departments that will best solve the network issue.
* Fixing software and hardware configuration issues for users on-demand or from inspection of the systems
* Upgrading, installing, and configuring application software and computer hardware
* Took lead in finding & testing a new NMS to monitor the Next-Generation Network (NGN)
* Performing LAN automation for Cisco devices

**IT Support Services Intern** **May 2021 – August 2021**

***CooperSurgical Inc, Trumbull, CT***

* Created PowerShell script to automate deleting terminated employee data that had been backed up.
* Created PowerShell script that provides an overview of every printer on site with its IP address that can be pinged for troubleshooting.
* Reengineered Macros (VBA) that created update welcome sheets for incoming employees/interns.
* Labeled and recorded every printer IP and model on site to save company money on printer ink/toner.
* Setup workstations for incoming summer interns for the Trumbull site based on manager requests.
* Created documentation for Macros and PowerShell scripts.
* Performed password resets and account unlocks using Active Directory (AD)
* Decommissioned laptops and place them back on the domain to be re-assigned.
* Performed Level 1 on-site and remote troubleshooting.

**IT/Help Desk Intern February 2021 – May 2021**

***Northern Vermont University, Lyndon, VT***

• Maintained and installed hardware and software

• Created PowerShell scripts to help automate administrative tasks

• Troubleshoot hardware and software issues

• Performed duties assigned by IT supervisor

• Solved/Assigned tickets given by IT supervisor

• Tested hardware inside devices to find any issues to report/solve

• Created/Rebuilt Macs for MBI students with necessary software that the head of the department requested

**CERTIFICATIONS**

**CompTIA A+**

**Microsoft Certified: Azure Fundamentals**

**Microsoft 365 Certified: Fundamentals**

**Cisco Certified Technician: Routing and Switching**

**LogicMonitor Certified Professional**

**TECHNOLOGY SUMMARY**

* **Programming Languages:** HTML, CSS, JavaScript, Java, VBscript, PowerShell
* **Hardware:** Assembly, Maintenance, Printers, Drivers, Troubleshooting, Cisco, HP, Juniper, Aruba
* **Operating Systems:** Windows 10, Windows 7, MacOS, iOS
* **Software:** Installation, MS Office, Troubleshooting, WordPress, DNA Center
* **SaaS:** Office 365, Intune, ServiceNow, Smartsheet, LogicMonitor