

DARKO DORSETT

Systems Administrator

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SUMMARY

Experienced professional IT support specialist with over twenty years of experience delivering projects and tasks to ensure company success. Accustomed to handling IT support, managing projects, and supporting multiple departments with IT tools and applications. Master's in Technology Management with knowledge of enterprise architecture, management operating systems, and governance. Seeking a director position.

EDUCATION

Master of Science

2022

Executive Master's in Technology Management

Columbia University in The City of New York

Bachelor of Arts

2000

Communication Studies

Hunter College of The City University of New York

Mac OS X & 11

iOS & Android

Windows SCCM

JAMF

WordPress CMS

LAN/WAN

Canvas (LMS)

ServiceNow

Asana

Enterprise Architecture

Management OS

Governance

Project Management

System Administration

Head of Ph.D. Computing

11/2001 - 04/2010

Columbia Business School

- Managed Ph.D. computing budget for equipment purchases and software licenses
- Maintained compliance with IT policies and procedures with minimal supervision
- Documented and streamlined repair processes for future technical support
- Configured new desktop systems and laptops for incoming employees

Technical Specialist

11/1999 - 11/2001

Columbia Business School

- Troubleshooted software and hardware issues for students, researchers, and faculty
- Supported Win95/98 and NT/2000 workstations in client-server environments
- Led special projects including workstation rollouts and public machine imaging

PROJECTS

IEOR ChatBot

Python

Developed a Python-based chatbot application for the IEOR department to automate common inquiries and provide intelligent support to students and faculty.

IEOR Email Reply Automation

TypeScript

Built an automated email reply system using TypeScript to streamline email management and standardize responses for the IEOR department.

IEOR Ansible Playbooks

Ansible

Created comprehensive Ansible playbooks for automated printer monitoring and system management across IEOR infrastructure, improving operational efficiency and reducing manual interventions.