DARKO DORSETT

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New York, NY 10033

SUMMARY

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

SKILLS

Active Directory (LDAP), TCP/IP (Routing, Network/Subnet masking), Windows 2012 Server, Linux, Windows 10, Mac OS X, Mac OS 11, iOS, Android, Windows SCCM, JAMF, WordPress CMS, LAN/WAN, Canvas (LMS), Campus Groups, ServiceNow, Asana, Enterprise Architecture, Management Operating System, Governance

EDUCATION

Columbia University in The City of New York - New York, NY
Master of Science: Executive Master's in Technology Management

Hunter College of The City University of New York - New York, NY
Bachelor of Arts: Communication Studies

EXPERIENCE

Systems Administrator / Columbia School of Engineering   04/2022 – Present

- Instrumental in identifying and moving on-prem servers that were a critical security risk to a SaaS cloud solution. Led discovery coalition of stakeholders to find a suitable replacement for the vulnerable on-prem solutions to be replaced.

- Led initiative to simplify and secure printing by putting the printers on a private internal IP range. This reduced the attack surface of the previous public-facing printers.

- Responsible for auditing active directory users and their shared drive access.

- Instrumental for security updates in the IEOR server room. Ongoing projects include adding swipe access for audit of entry, installation of water spill, humidity, smoke sensors, camera, and an emergency power off switch.

- Transformed the purchasing process from a manual email approval process to an automated solution using forms.

- Responsible for transforming the asset management system from google sheets to a SaaS solution that allows for tracking and audit of assets.

- Part of a team that creates and maintains a business continuity and disaster recovery plan for the engineering school.

- Responsible for creating and modifying listserv email lists.

- Maintained the IEOR Drupal website by adding and editing content.

- Implemented 1password for secure storage and dissemination of departmental passwords.

Senior Technical Support Specialist / Columbia Business School - New York, NY   *04/2010 – 03/2022*

- Part of a team that successfully migrated from on-prem Exchange (Office 2010) to Office 365.
- Helped over 500 users migrate from one domain to another during the merger of IT departments.
- Diagnosed and resolved windows, applications, and networking problems to minimize downtime.
- Use Service Now to document technical support of resolutions, processes, and procedures.
- Instrumental in the successful transformation of the business school from an in-classroom-only environment to a hybrid online environment utilizing Zoom and Echo classroom recordings.
- Transformed the computer imaging from a manual process to an automated solution using Windows Deployment Server. This led to a 90% reduction in time to set up computers.
- Responsible for assisting faculty and accounting department administrative staff with various technical support issues.
- Diagnosing and troubleshooting technology-related issues via email, phone, and remotely using Bomgar and RDP.
- Advised faculty on upcoming and new technology and processed new faculty purchase orders to accommodate technology and teaching needs.
- Facilitated hardware repairs for faculty technology devices by working with Apple Educational Support and Dell Premier Services.
- Guided faculty in using academic educational technologies like Canvas, Seatgen, Crestron podium systems, Qualtrics, Poll Everywhere, Zoom, and Echo360.
- Scheduled and spearheaded one-on-one hyflex mock sessions with clients to acclimate faculty with hybrid classroom upgrades and technology changes.
- Interfaced with the CUIT Security team and CUIT Enterprise Architecture team to gain approvals for implementing and purchasing new software and applications.
- Worked with CUIT EUC team and utilized JAMF Suite and SCCM to deploy customized installations of macOS and Windows operating systems. Ensured client data by utilizing backup systems like Code42 CrashPlan, Dropbox, Google Drive, and Microsoft OneDrive.
- Logged client incidents, tickets, problems, and changes in ServiceNow under ITIL standards to ensure proper issues tracking.
- Assessed potential new employees by participating in group interviews and active discussions with managers.
- Attended formal training programs to expand skills and achieved certifications in Cyber Security Risk Assessment and Network Administration and Design.
- Assisted in the testing and deployment of MacOS 11 and Windows 20H2.
- Participated and assisted with the yearly onboarding of new faculty and new Ph.D. students.

Head of Ph.D. Computing / Columbia Business School - New York, NY   *11/2001 - 04/2010*

- Responsible for the budget of Ph.D. computing used to purchase computer equipment and software licenses.
- Maintained compliance with established and updated policies and procedures with minimal supervision.
- Monitored service orders to completion and closed service tickets.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Set up new desktop systems, configured laptops for incoming employees, and loaded required software and server permissions.

Technical Specialist / Columbia Business School - New York, NY   11/1999 - 11/2001

- Troubleshot and resolved software and hardware problems for Columbia Business School students, researchers, and faculty.
- Installed, maintained, and upgraded hardware and peripherals for end-users
- Supported users on Win95 /98 and NT/2000 workstations in client-server network operating environments such as NT Server and Novell Netware
- Lead special projects such as the rollout of workstations and ghosting of public machines