

EMILIE DIONISIO

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SUMMARY

Technical Support Specialist with extensive knowledge of computer hardware and software, networking, and cloud foundations. Proven ability to identify and resolve complex technical issues, demonstrated proficiency in using a diverse range of diagnostic tools to effectively troubleshoot technical issues, with a focus on providing a positive customer experience and ensuring that customers are satisfied with resolving their technical issues and system security. Highly proficient in both independent problem-solving and collaborative teamwork, delivering new solutions for intricate challenges in technology on a regular basis. Driven by a commitment to continuous professional growth, and consistently seeks chances to enhance skills and knowledge, as well as maintaining current industry innovations.

CERTIFICATIONS (<https://www.credly.com/users/emilie-dionisio-charriez/badges>)

- CCNA: Switching, Routing, and Wireless Essentials
- Certified AWS Cloud Practitioner
- Cisco Certified Entry Networking Technician
- Microsoft MCSA Certified - Windows Server 2016
- CompTIA Network+
- CompTIA A+

SKILLS

Server and Desktop Environment: Windows Servers, including Active Directory and Group Policy. Ubuntu Server, Ubuntu Desktop, CentOS Windows 11, 10, 7, and MacOS X

Hardware, Networking Apps/Tools, and Protocols: Cisco Routers, Cisco Switches, Cisco IOS, Cisco Packet Tracer, Canon and HP Laser Printers, Wireshark, Ethernet Cable Wiring (straight-thru, crossover, and rollover), DNS, DHCP, VLAN, TCP/IP, FTP, IMAP, POP3, SMTP, and SSH

Virtual Machines, Remote Desktop, and Video Conferencing: Windows Remote Desktop, TeamViewer, Citrix GoToMyPC, Zoom, Webex, Ultra VNC, VMware Workstation 12/11, VMWare Player, and Oracle Virtual Box.

Cloud Application and Services: Amazon AWS (Cloud Services, S3 Bucket, Identity and Access Management (IAM), Networking Services (VPC, Subnet, and Routing Table), and Security)

Cybersecurity Tools and Applications: Kali Linux, SIEM (Snort, Suricata, and Splunk), PfSense, and Metasploitable, NMAP, Wireshark, Bit Defender Total Security, Eset Antivirus, Virustotal, and AbuseIPDB

Web, Graphic Applications, Productivity and CMS Tools: HTML, CSS, WordPress, Squarespace, Wix, Adobe Creative Cloud and Creative Suite, Google Analytics, and Google Trends), Mindmap, Trello, Wrike, Github, Gitlab, Microsoft Office Suite and 365, Visio, Google Cloud and Workspace, and Slack

EXPERIENCE

Client: The Neighborhood Playhouse

IT Consultant: Network and Technical Support

New York, NY 10003

August 2019 - Present

- Administer the Windows Server, including providing network credentials via Active Directory and Group Policy.
- Provide on-call network and remote technical support to 15 employees, achieving a 95% response rate within 30 minutes and resolving 80% of issues within 24 hours.
- Manage computer operation scheduling, backup, storage, and retrieval functions, ensuring 100% data backup compliance and a recovery time objective of less than 4 hours.
- Maintain network hardware and software, conducting quarterly audits to ensure optimal performance and reliability, resulting in a 99.9% network uptime.
- Proficiently install, configure, and repair computer hardware and devices, ensuring efficient functionality and optimal performance.

Key Achievements:

- Successfully supervised, led, and designed a new network topology for the company's Ethernet Wiring Project in a five-floor building, resulting in a fully revamped and efficient network infrastructure.
- Upgraded all network devices, including routers and switches, and created ethernet cables from scratch, ensuring improved performance and connectivity.
- Identified and addressed a significant vulnerability in the network caused by heavy traffic, intermittent connectivity, and unstable remote access, mitigating potential data theft by applying patches and updates promptly.
- Enhanced network security by installing an additional router behind the firewall, establishing a double NAT setup, and effectively segmenting the network through VLAN creation.
- Communicated best practices for network security to all employees, equipping them with the knowledge of recommended security measures to protect the network.

Squanou Technology - Field Operations Technician - Disconnect and Reconnect Endpoints

New York, NY 10105

June - November 2021

- Delivered exceptional technical support for commercial moving projects, executing precise disconnection and reconnection of endpoints and peripheral electronic desktop components as directed by supervisors and specific job requirements.

- Diligently documented critical system information, including serial numbers, manufacturer details, model numbers, and placement, on the endpoint disconnect/reconnect checklist, ensuring accurate inventory tracking and seamless transitions.
- Implemented meticulous asset labeling protocols, safeguarding against missing items during the moving process and ensuring a smooth customer experience.
- Demonstrated exceptional cable and wire management skills, creating neat, well-organized workstations that prioritized safety and enhanced productivity.
- Conducted thorough network connectivity testing, promptly identifying and resolving issues to ensure optimal performance and customer satisfaction.
- Collaborated with a team of 20-25 technicians per day to safely and efficiently disconnected, packaged, and reconnected an average of 20-30 endpoints per technician per day, resulting in a 98% customer satisfaction rating.

Genuent (Client: CBS Sports & Simon and Schuster) - Windows Deployment Technician
New York, NY 10020

June - August 2019

- Utilized Windows SCCM (System Center Configuration Manager) to deploy Windows 10 image onto newly formatted hard drives resulted in a 20% reduction in deployment time
- Conducted timely Windows updates on newly installed machines, ensuring optimal performance and security.
- Integrated users into the domain and synchronized their credentials, enabling seamless installation of department-specific applications.
- Installed and configured all necessary application software on endpoints, tailored to match the end-users' work environment and requirements
- Meticulously documented any issues encountered and completed migration sheets, ensuring accurate record-keeping
- Personally delivered completed endpoints to end-users' desks and provided comprehensive setup guidance, empowering them to navigate and utilize their new Windows 10 operating system effectively

Boy Scout of America - Database Coordinator
New York, NY 10115

August 2015 - December 2018

- Administered the Blackbaud eTapestry database, including creating and deleting user accounts, resetting passwords, managing access control, and moving users to different security groups. Achieved a 95% accuracy rate in user account management and access control changes for a user base of 200+ employees.
- Trained end-users on query and report creation in the Blackbaud eTapestry database system, resulting in an average time reduction of 20% for query and report creation.
- Maintained data dashboard, including pledge/gift input, address updates, query creation, report outputs, and other relevant data records for 10,000+ donors. Achieved a 98% accuracy rate in pledge/gift input and address updates.
- Implemented a streamlined data entry workflow from Revel POS to the Blackbaud eTapestry database system, leading to a 30% reduction in data entry time and a 25% improvement in data entry accuracy.

The Lee Strasberg Theater and Film Institute - Network Administrator and Desktop Support
New York, NY 10003

February 2012 - November 2014

- Provided IT support to 25 internal end-users and remote users, resolving a diverse range of technical issues across multiple platforms and applications.
- Managed and maintained end-user account profiles, file sharing, credentials, and password resetting on Active Directory.
- Maintained network hardware and software, ensuring network availability for end-users.
- Identified and promptly resolved issues with network devices.
- Managed computer operation scheduling, backup, storage, and retrieval functions.
- Managed the SEO roadmap and worked with internal teams to improve SEO rankings. Utilized Google Analytics, Google Search Console, and Google Trends for SEO analysis. Implemented linking strategies, metadata optimization, and internal process improvement.

Everett Collection - IT Support | Web Production
Newark, NJ 07102

April 2007 - December 2011

- Assisted the System Administrator with system-wide migration, operating system deployment, and application deployment, supporting the successful migration of 30+ systems with a 98% accuracy rate in operating system and application deployments.
- Assisted the VP of Technology with the technician hiring process, created detailed job descriptions, designed and developed hands-on labs, resulting in a 20% increase in qualified applicants.
- Provided technical support to 30 internal end-users on Windows and Mac operating systems, resolving technical issues within an average response time of 15 minutes and achieving a 90% customer satisfaction rating based on feedback surveys.
- Installed, repaired, and maintained computer hardware and software, addressing printing and network issues.
- Designed and developed multiple visually appealing website properties within the organization using HTML and CSS, contributing to a 25% increase in website traffic.

EDUCATION & TRAINING

Cloud Computing and Security | August 2022 - December 2023
Queensborough Community College, Queens, NY 11364

Cybersecurity | September 2022 - September 2023
The Knowledge House, Bronx NY 1045

Junior Cloud Practitioner | January - March 2022
Generation.org

MCSA: Windows Server 2016 Administration | April - July 2018
New York Business Institute of Technology, New York, NY 10016

CCNA Routing & Switching | January - March 2019
School for Cooperative Technical Education, New York, NY 10029
CompTIA Network+ | August -December 2019
Brooklyn Adult Learning Center, New York, NY 11216

Windows Server 2012 Administration | January - March 2017
New York Business Institute of Technology, New York, NY

CompTIA A+ Information Technology | 2016
CoopTech – Adult Education, New York, NY 10029

Computer Information System | 1996
LaGuardia College, New York, NY 10016