

# 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>

Cisco Certified Entry Networking Technician | Certified AWS Cloud Practitioner | 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: Technical and Network Support

New York, NY 10003

August 2019 - Present

- Administer the Windows 2016 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:

- **Network Topology Design:** 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.
- **Network Upgrade and Optimization:** Upgraded all network devices, including routers and switches, and created ethernet cables from scratch, ensuring improved performance and connectivity.
- **Vulnerability Mitigation:** Identified and addressed a critical network vulnerability, caused by heavy traffic and unstable remote access, preventing potential data theft by promptly applying patches and updates.
- **Enhanced Network Security:** Implemented additional security measures by installing an additional router behind the firewall, establishing a double NAT setup, and effectively segmenting the network through VLAN creation.
- **Informed Security Best Practice:** 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 Deployment 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

- Deployed Windows 10 images onto newly formatted hard drives using Windows SCCM, reducing deployment time by 20%.
- Ensured optimal performance and security of newly installed machines by conducting timely Windows updates and integrating users into the domain and synchronizing their credentials.
- Tailored application software to match end-users' work environment and requirements by installing and configuring all necessary application software on endpoints.
- Provided accurate record-keeping of issues and migration sheets by meticulously documenting any issues encountered.
- Empowered end-users to navigate and utilize their new Windows 10 operating system effectively by personally delivering completed endpoints to end-users' desks and providing comprehensive setup guidance.

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

August 2015 - December 2018

- 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.
- 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.

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

February 2012 - November 2014

- Provided technical 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, ensuring 100% accuracy and availability.
- Configured network hardware and software, ensuring network availability to end-users with 99.9% uptime.
- Managed computer operation scheduling, backup, storage, and retrieval functions, ensuring that all data was backed up and recoverable within 24 hours.
- Managed the SEO roadmap and worked with internal teams to improve SEO rankings, resulting in a 20% increase in organic traffic in 6 months.
- Utilized Google Analytics, Google Search Console, and Google Trends for SEO analysis, identifying key trends and opportunities to improve SEO performance.
- Implemented linking strategies, metadata optimization, and internal process improvement, resulting in a 10% increase in click-through rate.

**Everett Collection** - Technical Support | Web Production  
New York, NY 10010

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 - Present  
Queensborough Community College, Queens, NY 11364

**CompTIA Network+** | August -December 2019  
Brooklyn Adult Learning Center, New York, NY 11216

**Cloud Cybersecurity Engineer & Networking** | September 2022 - Present  
The Knowledge House, Bronx NY 1045

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

**Junior Cloud Practitioner** | January - March 2022  
Generation.org | ChooseU

**CompTIA A+ Information Technology** | 2016  
School for Cooperative Technical Education, New York, NY 10029

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

**Computer Information System**  
LaGuardia College, New York, NY 10016

**CCNA Routing & Switching** | January 2019 - January 2020  
School for Cooperative Technical Education, New York, NY 10029