Hamil Dimapanat

IT Professional | Full-Stack Developer

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Education

BS   **State University of New York at New Paltz**, Computer Science · Completed - 2023

Certifications

AWS Certified Cloud Practitioner ↗ · Mar 2024

CompTIA Security+ SY0-701 ↗ · Dec 2024

Cisco CCNA · Expected-April 2025

Experience

Mount Sinai Health System, IT Desktop Support Specialist · New York, NY · August 2024 - Present
- Provided end-user support via ServiceNow, resolving hardware & software issues.
- Developed web app (PSON IT) for troubleshooting and deployed with Github Pages.
- Reimaged workstations, updated and patched drivers and softwares.
- Managed VoIPs, Laptops, Printers, Scanners, and Mobile Devices.
- Handled relocations, upgrades, and device provisioning.
- Configured access permissions and identity management (IAM) through SailPoint.
- Administered Google Workspace, SharePoint, Moodle LMS, Echo360, and Zoom.

Code Nation, Web Development TA · New York, NY · August 2023 - Dec 2023
- Delivered web development instruction (HTML, CSS, JavaScript, React) to middle school students via hands-on projects.

Projects & Labs

SUNY New Paltz TicketSense - (Spacy, FastText, Jupyter, Flask) · github.com/hvmil ↗
- Used Python, SQL and a dataset of over 10,000 tickets to train a classifier model.
- Aimed at reducing resolution times by helping service desk escalate tickets.
- Deployed on Heroku and used Flask web framework.

VMware Microsoft Windows Server 2019
- Used VMware to host Windows Server 2019 and Active Directory Domain.
- Automated account creation and data processing with Powershell scripts.
- Managed user accounts, groups, and Group Policy Objects (GPOs) for security and user management.

CCNA Packet Tracer Lab
- Configured Cisco routers, switches, and VLANs using Cisco IOS.
- Managed routing protocols, access points, and basic network segmentation.
- Resolved connectivity issues and applied security measures with ACLs and firewalls.
- Gained a deep understanding of OSI layers 1-4 and protocols such as DHCP, DNS, and TCP/IP.

Try Hack Me Lab
- Configured firewall rules and monitored Splunk SIEM for threat detection.
- Executed buffer overflow attacks using Bash and Python.
- Performed network scans and vulnerability assessments with Nmap and Nessus.
- Analyzed logs, set IDS/IPS alerts, and implemented endpoint security.

Technologies

Languages/Scripting: Python, Bash, Powershell, JavaScript/TS

Networking: Cisco IOS, Routing & Switching, VLANs, Firewall Configuration

Cybersecurity: SIEM (Splunk), IDS/IPS, Vulnerability Scanning (Nmap, Nessus)

Tools & Systems: SIEM (Splunk), IDS/IPS, Vulnerability Scanning VMware, Active Directory, SailPoint, Linux, AWS

Databases & Development: SQL, MongoDB, Full Stack (React, Node.js)