

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 a responsive web app([PSON IT](#)) for student troubleshooting and deployed on Github Pages.
- Reimaged, updated, and patched workstations.
- Managed assets such as VoIPs, Laptops, Printers, Scanners, and Mobile Devices.
- Handled relocations, upgrades, and device provisioning of workstations.
- Configured access permissions and identity management through SailPoint.
- Used Moodle LMS, Echo360, and Zoom for content management.

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

PSON IT <https://pson-edu.github.io/> [🔗](#)

- Web Application I developed to help Phillips School of Nursing students and staff troubleshoot common technical issues.
- Tools Used: Github, HTML, CSS, JavaScript

SUNY New Paltz TicketSense github.com/hvmil [🔗](#)

- Trained a Machine Learning model using a data set of 10,000+ resolved IT tickets.
- Aimed at reducing resolution times by helping service desk in escalating tickets.
- Tools Used: SQL, Python, Jupyter, Flask, Heroku, Spacy, FastText

Active Directory Home Lab

- Designed and implemented a functional Active Directory domain.
- Managed user accounts, groups, and Group Policy Objects (GPOs) for security and user management.

CCNA Packet Tracer Home Lab

- Implemented and configured Cisco routers and switches using Cisco IOS.
- Designed and implemented network topologies including VLANs and routing protocols (RIP, EIGRP).
- Troubleshot network connectivity issues and applied basic security measures (ACLs, firewalls).

Technologies

Languages/Scripting: Python, Bash, Powershell, Java, JavaScript, TypeScript
Technologies: ServiceNow, Sailpoint, Microsoft AD, Cisco Networks, Linux, React, Node, SQL, Mongo, AWS
Skills: Routing and Switching, Network Protocols, Firewall Configuration, SIEMs, Full Stack Development