DANTE CORREIA | ✆ (401) 330-0085 | ✉ Correia.dante3@gmail.com

PROFESSIONAL SUMMARY

Analytical and adaptable IT professional with hands-on experience in user support, systems coordination, data handling, and security awareness. Proficient in troubleshooting technical issues, supporting end users, and optimizing system workflows. Committed to continuous learning with a growing foundation in cybersecurity and data analytics. Seeking a role in IT support, cybersecurity operations, or technical systems where strong problem-solving and communication skills can drive success.

TECHNICAL SKILLS

Systems & Tools: Windows OS, Microsoft Office Suite, Excel (VLOOKUP, Pivot Tables), SAP, Oracle ERP, ServiceNow, Remote Desktop, POS & Inventory Systems
Programming & Querying: Python (beginner), SQL (basic), HTML/CSS (familiar)
Cybersecurity Knowledge: Threat awareness, phishing, malware, password protocols
Soft Skills: Communication, Customer Service, Time Management, Team Leadership, Adaptability, Problem-Solving

EDUCATION

Classical High School, Providence, RI — Diploma, Class of 2015

Additional Training:

- Introduction to Computer Science

- Cybersecurity Fundamentals (Self-taught)

- Data Analytics with Excel (Online Course)

PROFESSIONAL EXPERIENCE

Gold Medal Bakery – Fall River, MA
Production Supervisor
October 2024 – Present

- Supervise daily production floor operations to ensure efficiency and compliance with food safety standards.

- Coordinate staffing, scheduling, and production goals to meet tight delivery timelines.

- Utilize digital tracking systems to manage inventory levels and production reporting.

- Train and support team members in process improvement and quality assurance practices.

- Collaborate with maintenance and quality control teams to resolve operational issues swiftly.

PepsiCo – Cranston, RI
Warehouse Supervisor / Systems Coordinator
July 2022 – October 2024

- Managed inventory systems and logistics using SAP and Oracle ERP.

- Resolved technical issues for handheld devices and software tools.

- Trained staff on digital systems, safety protocols, and data entry accuracy.

- Collaborated with IT and logistics teams to enhance process efficiency.

- Performed regular audits and cycle counts to ensure data integrity.

Bank of America – Lincoln, RI
Advanced Client Solutions Specialist
Jan 2020 – July 2022

- Delivered technical and account support via phone and chat systems.

- Navigated internal platforms for customer data management and compliance.

- Conducted client needs assessments to recommend tools and services.

- Maintained high service standards and improved customer satisfaction.

Sprint (T-Mobile) – Providence, RI
Sales & Technical Support Representative
Apr 2018 – Jan 2020

- Provided in-store and remote technical support for mobile devices.

- Educated users on product features, billing, and account security.

- Built customer loyalty through responsive service and troubleshooting.

Sodexo @ Bryant University – Smithfield, RI
Cook / Line Cook
Oct 2016 – Apr 2018

- Maintained operations using digital scheduling and inventory systems.

- Supported quality control and safety during high-volume service periods.

Walgreens – Providence, RI
Cashier / Sales Associate
May 2014 – Oct 2016

- Handled POS systems, returns, and account issues in a retail setting.

- Delivered efficient, customer-focused service.

Walmart – Providence, RI
Stocker / Customer Service Associate
Apr 2013 – May 2014

- Supported digital inventory systems and restocking procedures.

- Provided customer assistance and front-line ser