Joseph S. Addamo

IT | Computer Science

Joseph S. Addamo

174-12 Pidgeon Meadow Road
Flushing, NY 11365

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Skills

- IT Help Desk Support Level II
- Java, Python, SQL
- Data Entry & Analysis
- Google Analytics
- Adobe Creative Cloud Suite
- Data Structures / Visualization / Wolfram
- HTML / CSS / JavaScript / Node.js / Bootstrap
- Ticketing Systems / Remote Desktop
- Microsoft Excel / Office Suite

Experience

Columbia University / IT Computer Support Specialist
SEPTEMBER 2019 - PRESENT, NEW YORK CITY, NY

-Provides university wide IT Tier II technical support.

-Helpdesk level 2 responsibilities including basic questions about installation, operation, configuration, customization, and usage of assigned products and hardware.

-Applies basic diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures, and escalate complex problems to higher level Support Engineers.

Columbia University / Laboratory Data Analyst
SEPTEMBER 2019 - PRESENT, NEW YORK CITY, NY

-Find and resolve QA/QC issues, implementing new or improved SOPs, and completing technical analysis and reporting of laboratory samples and data.

-Researched methods to evaluate and streamline analytical SOPs.

-Maintained and improved inventory of laboratory equipment and consumables needed for day-to-day activities, as well as anything necessary for special research projects or testing.

Selip & Stylianou, LLP/ Data Processing Technician

MARCH 2018 - PRESENT, WOODBURY, NY

-Prepare source data for computer entry by compiling and sorting information and establishing priorities.

-Process client and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.

-Engage in direct and secure data transferring between the firm and clients through SFTP and IPSwitch secure networking protocol.

-Data management, merge duplicates, monitor data quality, manage data synchronization with external systems.

Queens Historical Society / IT Consultant

MARCH 2018 – DECEMBER 2018, FLUSHING, NY

-Assisted with IT repair, setup and maintenance for computers, networks and printers.

-Facilitated technical support via remote desktop.

-Designed and supervised the implementation of IT Infrastructure.

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Education

Columbia University in the City of New York / B.S. in Computer Science, Systems Track

JANUARY 2019 - PRESENT, NEW YORK CITY

Phi Theta Kappa Honors Society

Columbia Brazilian Jiu-Jitsu Club

Columbia Engineering Boot Camp/ Certificate of Completion

JANUARY 2020 - PRESENT, THE FU FOUNDATION SCHOOL OF ENGINEERING AND APPLIED SCIENCES

Full-Stack Web Development

Data Structures & Computer Science

Nassau Community College/ 52 credits toward A.A.

SEPTEMBER 2017- DECEMBER 2018, GARDEN CITY

Phi Theta Kappa Honors Society

Dean's List

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Awards

AWARDS

• Phi Theta Kappa Scholarship

• Google Analytics Certification, 2019

• President's Volunteer Service Award, 2020

• Google IT Technical Support Fundamentals Certificate, 2020

Volunteer Work

New York Cares / Team Leader
JUNE 2019 - PRESENT, NEW YORK CITY, NY

-Team lead various projects ranging from park revitalizations to adult retesting tutoring and computer tutorials.

-Assist in programs designed to help teens with disabilities.

-Facilitate the tutoring of teens and young adults in various subjects including: Math, Science, Writing, Reading, and Technology.

-Contributed over 100+ hours leading and participating in projects.

Emerald Isle Immigration Center / Intern
JUNE 2019 - PRESENT, WOODSIDE, NY

-Prepare adult immigrants for the citizenship exam.

-Stage mock interviews to help immigrants answer questions under pressure.

-Practice civics questions and spoken & written vocabulary.

Activities

- ★ Interests include outdoor sports such as: fishing, swimming, cycling, and hiking; mixed martial arts, graphic design, programming, electrical engineering, Arduino and Raspberry Pi, and computer software and hardware.
- ★ Columbia University - Renzo Gracie Brazilian Jiu-Jitsu club member.
- ★ Certified in Cardio-Pulmonary Resuscitation (CPR) and (AED), and hold a NYS DOH EMT-B certification.
- ★ Avid volunteer, Team Leading over 40 hours of projects, and, contributing over 100 hours towards various other projects spanning across multiple institutions and organizations.