NICOLA SISCA

SOFTWARE ENGINEER

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OBJECTIVE

To secure an hardware/software engineering position that allows me to apply my technical skills and knowledge in design and problem-solving, and contribute to innovative engineering solutions

EDUCATION —

Oregon State University, Bachelor of Science in Computer Science 3.52 GPA (Expected Completion: Spring, 2024)

KEY SKILLS —

- Technologies: C/C++, Python, JavaScript, HTML, CSS, NodeJS, React, Flask, MySQL, MongoDB, VMware, GIT

- Networking: Expertise in network management, including pfSense for configuring and maintaining firewalls, routers, and VPNs

- Databases: Experience with database management, deployment, and SQL queries

- Scripting: Skilled in creating and using Python, Batch Scripts, and PowerShell scripts for automation

- Platforms: Proficient in administering Windows, Windows Server, macOS, and Linux systems

- Hardware Troubleshooting: My Electrical Engineering background enhances my advanced expertise in the repair and troubleshooting of a wide range of devices, including both Mac and Windows platforms

- Electronics diagnostics and repair using test equipment, and schematics

- Active Directory: Experienced in managing user accounts in an Active Directory environment

- Content Management Systems: Experienced in working with content management systems including Drupal and WordPress

- Certifications: CompTIA A+ Certified

EXPERIENCE

November 2018 – December 2019
Field Technology Analyst • Oregon Health Science University

August 2017 – November 2018
IT Analyst • Walter E Nelson

September 2008 - Present
IT Consultant

- Offered impeccable end-user technical support by efficiently troubleshooting hardware and software issues on Mac and Windows platforms

- Expertly managed Active Directory, streamlined network deployments, and optimized database management systems

- Led a team in the successful reimaging of PCs to Windows 10 and deployed over 6,000 computers across OHSU

COMMUNICATION

- Skilled in creating comprehensive training materials and conducting training sessions for various IT topics

- Adept at providing exceptional end-user support both in-person and remotely

- Two years of study in Mandarin Chinese

LEADERSHIP

- Accomplished in leading teams for successful hardware and software deployments

- Proficient in training associates in alignment with organizational standards

- Experienced in developing, managing, and overseeing technology projects from inception to completion