MARVIN DIZON

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Education

2014 – 2017   ***B.S in Computer Science Hofstra University, Hempstead, NY***

Skills

- **Programming Languages**: Java, Python
- **Software**: ServiceLink, Android Studio, Meraki, LiveVox Predictive Dialer, MS Office, G Suite,
- **Operating Systems**: Windows, MacOS

Experience

New York University – NYU Division of Libraries
IT Specialist   **April 2019 – Present**
- Supervised 8 student technicians responsible for providing production support to the Bern Dibner Library staff and 3,000 daily visitors
- Managed a $150,000 IT budget for the yearly summer hardware refresh project to evaluate and purchase, through software and hardware vendors, for certain product specifications
- Day to day operations such as but not limited to media AV support including Kramer systems, setting up and maintaining processes and workflows to keep workstations and laptops operationally sound and secure
- Coordinated with the expansion of the 'Parking Lot' project – detection of how busy certain zones are in the library

Hofstra University – Law School Information Services
Help Desk Support   **June 2018 – April 2019**
- Provide first-line hardware, software, networking and printer support to faculty, administrators, staff and students of Hofstra Law School
- Install and maintain computer hardware and software using methods such as imaging with PXE boot and renaming PC names in the domain with PowerShell
- Inventory maintenance of all hardware devices

Altice USA   **June 2017 – September 2017**
Technical Support Representative
- Assisted customers through support calls with established troubleshooting procedures such as setting up routers, porting home telephone numbers, setting up email on a mobile device and remotely rebooting modems
- Set up service appointments for customers requiring further support after unsuccessful remote assistance

Nettel USA Inc. Call center   **August 2015 – September 2016**
IT Analyst
- Heavy use of BPA Automate, an IT Automation software, to run nightly tasks/reports and send/receive/process files via FTP
- Use of MS SQL server for data visualization and report generation
- Main configuration of the predictive dialing system (LiveVox) such as planning, design, and installation.

Relevant Projects

- **Fitness Trax (Software Engineering course, Spring 2016)**
  - Teamed up with 3 students to create a mobile application, designed to track and monitor user's health for a healthy and balanced life, published to the Google Play Store for Android
  - Used National Nutrient Database API to integrate to our Food Search algorithm to pull info such as Protein, Carbs, Calories, and more.
  - Used SQLite to read/write to a database of food history
  - Won first place and prize total of $400 out of class of 30 students.
  - Technologies used: Android Studio, GitHub, Google Drive, Java, XML, SQL
- **EyeDetect (Senior Design Project, Fall-Spring 2017)**
  - A surveillance system that enhances the user's surveillance capabilities, where it utilizes the use of human shape recognition in a camera
  - Technologies used: Raspberry Pi, OpenCV, Dropbox API, Python

Miscellaneous

- Bilingual, fluent in both English and Tagalog