

# Nicholas James Donofrio

**Portfolio:** [nicholasd.me](https://nicholasd.me)

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## EDUCATION

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### University of Central Florida, Orlando

May 2022 - December

2024 Bachelor's of Science (B.S.) in Information Technology

**GPA:** 3.7/4.0

**Coursework:** Managing IT Integration, Data Structures, Databases (SQL), Enterprise Programming

## WORK EXPERIENCE

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### Siemens Energy

June 2021 - Present

IT System Administrator | *Legal USA Contractor Generator Tool Team*

*Orlando, FL*

- Provided technical support to internal users, resolving hardware and software issues promptly and effectively.
- Participated in IT-security audits, threat-risk workshops, and penetration tests including evaluation of countermeasures as required.
- Updated certificates through Active Directory, managed the contract generator database through virtualization with Hyper-V in Microsoft Azure SQL, and programmed question configurator logic through Qdabra.
- Responsible for logging new troubleshooting methods and information into the System Admin Manual.
- Utilizing Microsoft Word's developer mode to create customized templates by implementing data tags.
- **Technologies used:** Azure SQL, Active Directory, Hyper-V, Qdabra, FormsViewer, DBXL, Office.

### South Lake Computers

Aug.2019 - Aug.2021

IT Help Desk Technician Intern

*Clermont, FL*

- Performed hardware and software repair on Windows and Mac OS desktops and laptops. Familiar with various Anti-virus software and hard-drive repair software that was used as procedure for every device a customer would bring us.
- Demonstrated excellent customer service to ensure the customer was informed on the possible errors with the device. Always made sure the customer was aware of what we would be doing to their device via landline.
- Installations of hardware such as GPUs, CPUs, keyboard replacements and building custom PCs. Troubleshooting hardware and software alongside data transfers between hard drives.
- Logging customers information, their device specifications, and their issues on the excel database.
- **Technologies used:** Bootable USB, Anti-Virus, BIOS, Device Manager, Data Recovery Software.

## PROJECTS

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### OS-Manager: [github.com/n-donofrio/OS-Manager](https://github.com/n-donofrio/OS-Manager)

- A C program that serves as an educational tool to showcase and simulate various operating system concepts

### Socket Program Calculator: [github.com/n-donofrio/Socket-Program](https://github.com/n-donofrio/Socket-Program)

- a Python program that establishes a basic client-server interaction using sockets for arithmetic calculations. The client connects to the server, sends mathematical expressions, and receives results.

### Siemens Energy Wiki Page

*Participant*

August 2023 - Present

- Developed the SE Wiki-Page for the contract generator tool.
- Used CSS and other Macros built into Wikisphere to showcase information.

## SKILLS

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**Programming:** Python, Java, C, HTML, CSS, Javascript, Shell, SQL, Assembly

**Technical:** Linux, TCP/IP Networking, SSH, Git, Active Directory, Microsoft Azure, Remote Desktop

**Certifications:** CompTIA TestOut IT Fundamentals Pro, Technical Support Fundamentals (Google)