

Nicholas Donofrio

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EDUCATION

University of Central Florida

August 3, 2024

Bachelor of Science in Information Technology

Orlando, FL

- **GPA: 3.7/4.0** (Dean's List)
- **Relevant Coursework:** Computer Network Concepts, Enterprise Computing, System Administration

WORK EXPERIENCE

Holland & Knight

Jan. 2024 - Present

IT Support Specialist

Orlando, FL

- Administered and managed user accounts using Active Directory.
 - Creation, modification, and deactivation of user profiles.
 - Configured Microsoft Endpoint Manager to enforce security policies and ensure compliance.
- Diagnosed and resolves network issues, collaborating with the network team to ensure uninterrupted access.
 - **Key Result:** Identifying faulty access-points, switches and wall ports.
 - **Tech Stack:** TCP/IP, network diagnostic tools, enterprise Cisco switches and routers, antivirus.
- Participated in a Cisco switch refresh, assisted the senior network engineer with enterprise switch installation.
- Provided comprehensive customer technical support and ticket escalation through **ServiceNow** on **Windows**.
 - Troubleshoot Cisco and Webex communication systems, resolving video conferencing.
 - Identifying and resolving devices that fail to meet company security compliances.
 - Printer support and communicating with vendors for parts (Lenovo, HP, Canon, Lexmark).
 - Assigning Cisco phones through Webex control panel.
 - MDM, Azure, HP products, Windows Server, Entra, One Drive, SharePoint, Azure Virtual Desktop

Siemens Energy

Jun. 2023 – Jan. 2024

System Administrator

Orlando, FL

- Led IT security initiatives, participating in security audits, threat-risk workshops, and penetration tests.
- Managed and optimized the contractor generator database.
 - Utilized Hyper-V for virtualization and Azure SQL for database management.
 - Enhanced SQL entries through sophisticated Qdabra web configurator programming.
- Developed and documented troubleshooting procedures and best practices in the System Admin Manual.
- Delivered advanced technical support to internal users, promptly resolving complex software issues.
- Completed the Siemens Energy Wiki-Page for the Legal USA Contract Generator Tool.
- Utilizing Microsoft Azure to manage the Contract Generator Tool.

South Lake Computers

Aug. 2019 – Dec. 2021

IT Help Desk Technician Intern

Clermont, FL

- Executed comprehensive hardware and software repairs on Windows and Mac OS devices.
 - **Key Result:** Resolved technical issues efficiently, resulting in a high rate of customer satisfaction.
 - **Tech Stack:** Bootable USB, Anti-Virus, BIOS, Device Manager, Firewalls, PowerShell scripts
- Provided outstanding customer service via landline and walk-ins.
- Installed and configured hardware components, including GPUs, CPUs and custom PC assembly.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CCNA (In Progress), Security+ (In Progress), CompTIA TestOut IT Fundamentals Pro
- **Skills:** Time management; Strong work ethic; Windows; VLAN; Full-stack; Linux; Customer service; Self-study; Firewall; Cisco switches; Shell scripts; Active Directory; Remote Desktop; Microsoft Azure; HTML
- **Interests:** Piano player (8 years), weight-lifting, gaming, guitar, video editing, travelling, home lab.