NICOLAS (NICK) ABELLA

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PROFILE

- Ambitious student with experience in information technology and software development. Strong networking, hardware, application, and communication skills developed through work with professional IT groups. Team player with both collaborative and individual experience in both small and large work environments, paired with interdepartmental cooperation.

SKILLS

- Microsoft/Apple/Google/Adobe Software Suites

- Active Directory, Imaging, Network Configuration, Ticketing Systems, Troubleshooting

- OS: Windows, OS X, Linux, Google Chrome, iOS, Android

- Languages: C, C++, Java, Python, HTML, Bash

POJECTS

- Congressional Representative Locator – JS that returns Congressman based on location

- Zimber – Ride-sharing Android application for transportation around the Santa Cruz area

EXPERIENCE

IT Service Desk Intern   2019 — Present
Plantronics Inc.

- Hands-on experience as an IT Professional in fast paced business environment

- Computer imaging, AD administration, call handling and dispatch

- Identify, research, and resolve technical problems or requests

- Technical support via phone calls, IM, email, and walk-ups

- Install and configure associates' workstations using standard imaging process

- Document, track, & monitor problems using ticketing system, ensuring timely resolution of incidents

IT Support Help Desk   2016 — Present
University of California, Santa Cruz

- Desktop support for staff & students of UCSC's Baskin School of Engineering

- Troubleshooting/configuration of PCs, scanners, printers, copiers, ethernet ports, Cisco switches, VLANS, mobile devices, laptops

- Reimaged Windows/OS X over PXE Network, joined to AD domains, installed software

- Web development for BSOE: site creation/maintenance, module development in Drupal 7 & 8

- Assisted Network Administrator with management of VLANs, reconfiguration of switch ports to the proper VLAN, moving machines to the assigned networks, Hostname and IP configuration in Hostmaster & Pinnacle databases, removing/installing servers in machine rooms

- Maintained upkeep of the student workroom – inventory, e-waste disposal, package shipments

- Worked closely with the heads of the IT department, as well as the rest of the IT staff, in a small collaborative team atmosphere, learning the importance of leadership and communication in the workplace in the effort of succeeding successfully as a team

EDUCATION RECORD

- President's Education Award, 2015

- Bilingual Proficiency in German, 2015

- Undergraduate for Computer Science at University of California Santa Cruz. GPA: 3.60