# SONYA M GREEN

Sonyamgreen@duck.com
My website : [Sonya's Website](#)

## SUMMARY

Accomplished System Engineer with experience with 5 years in Information Technology and 4 years as a Data Analytics instructor.

## TECHNICAL SKILLS

- Programing sills: Python, SQL, HTML/CSS , JavaScript (D3.js, Leaflet.js)
- API
- Advanced Excel, Tableau, Power BI
- systems protocols such as TCP/IP, AD,DHCP
- GIT Envitrement
- Group Policy , Azure AD
- systems protocols such as AD,DHCP
- VMware, Teradici , VDI Profile Management

## PROFESSIONAL EXPERIENCE

**National Nuclear Security Administration - DOE - contractor |**

Mission classified services Desk | T1/T2 System Engineer

\* Re-imaged Zero clients, Use Teradici , VMware horizon to manage and fix zero clients.

\* Email and exchange fix, \* System setup and removal

Account management for Microsoft Server Exchange and Desktop Environments
Group Policy , Azure AD, systems protocols such as AD,DHCP
VMware, Teradici VDI Profile Management

CAREERFOUNDRY                                            **2019 –PRESENT**
DATA ANALYTICS COURSE TUTOR
Provide guidance to students who are working to achieve a certification in Data Analytics. Deepen student's understanding of core concepts by grading/providing feedback on data analytics projects. Review a student's professional portfolio and provide guidance for improvement. Achieved 5/5-star rating for student satisfaction.

**Encantado: technical solutions. LLC**          **October 2021- January 2023**

**Help desk tech 1**

 \* Resolved remotely by phone or chat computer, software, email, internet or any issue customers are reporting.

\*Partnered with other IT teams in the development, testing & implementation of commercially & internally developed solutions. Resolve more complex hardware & software problems

**HostGator**                                                                            **2016 – 2017**
**Level II Web Technician**
Provide customer support/problem solving for WordPress, Joomla, HTML customer websites, server issues, cPanel errors and intrusion recovery in a fast-paced environment. Customized PHP files and provided training and assistance to Level 1 Web Technicians.

## Education, Clearance

Obtain & maintain a U.S. Dept. of Energy: **Q Clearance**

**Data Analytics and Visualization Certificate**
**Rice University, Houston, TX**
Intense 6-month data analytics and visualization bootcamp program at Rice University that focused on Advanced Excel/VBA, Python (Pandas, Matplotlib, SQL Alchemy, Flask, web scraping, API design), SQL, MongoDB, Tableau, HTML/CSS, JavaScript (D3.js, Leaflet.js), R, Machine Learning and Artificial Intelligence algorithms/models.

**Coursera : Crash course on Python - Certification**
Python (Programming Language) · Data Analytics · MySQL · Data Visualization · Extract, Transform, Load (ETL) · Microsoft Excel · Jupyter notebook · Microsoft Word · Cascading Style Sheets (CSS) · Git

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