

ALEXANDER MELFI

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TECHNICAL SKILLS

Technologies: Java, C++, Python, SQL, Bash, JavaScript (NodeJS), Microsoft Office, Active Directory, Visual Studio, PostgreSQL, Windows (7-11), MacOS, Linux (Ubuntu Server, Debian).

Certifications: Google IT Automation with Python Specialization (Coursera).

WORK EXPERIENCE

IT Helpdesk Technician, Hologic; Danbury, Connecticut August 2022 – Present

- Manage creation, deletion, and updating of user accounts using Active Directory and Microsoft Exchange while following security protocols, policies, and procedures.
- Address and resolve software issues in Microsoft Office applications on Windows 10 and 11 on Dell hardware.
- Grant access to print servers and network drives for more than 200 users on-site in offices and on the manufacturing floor.
- Diagnose and resolve technical issues remotely using LogMeIn Rescue to support users in field locations.
- Provide on-demand phone support through CXOne to over 3000 users in remote locations.
- Troubleshoot and resolve networking issues from the physical layer to the network layer by working on user devices, collaborating with the network team, and maintaining on-site switches and routers.
- Organize user incidents and requests as tickets using the ServiceNow platform.

Grocery Clerk, Stop and Shop, Ahold; Danbury, Connecticut November 2020 – August 2022

- Corrected inventory counts in the Computer Assisted Ordering system. Planned and prioritized the placement of products based on a sales plan. Received large-quantity deliveries which must be stored in an organized fashion.

Mechanical Assistant, Norwalk Electric Motor Repair Company; Norwalk, Connecticut July 2020 – August 2020

- Developed strong troubleshooting skills by testing, cleaning, disassembling, and reassembling electric motors. Increased familiarity with electric motors, relevant tools, and creative methods of problem-solving in relation to electric motor repair. Supported a family business.

PROJECTS

Home Ubuntu Server

- Constructed a server rack housing two Ubuntu Linux servers, implementing efficient configurations for convenient physical access.
- Configured secure SSH access for both servers, ensuring streamlined and secure remote system administration.
- Used for hosting game servers, file storage, and file sharing.

“King’s Crown” Scorekeeping Application

- Wrote a desktop application for scorekeeping in a student-run game show “King’s Crown” at Western Connecticut State University. Runs as a web application built on NodeJS, HTML, and CSS using the Electron framework.
- Calculates scores by saving and loading application states using JSON data.

EDUCATION

Western Connecticut State University, Danbury, Connecticut

December 2022

Bachelor of Science in Computer Science. Minor in Information Systems. Graduated with Honors Cum Laude.