

Stephanie Donmez

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SKILLS

- Hardware/ software/ network troubleshooting
- Windows/ Linux/ MacOS
- JavaScript/Python/PowerShell
- SQL/ NoSQL
- HTML/ CSS

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- CompTIA Security+

EXPERIENCE

CETSE Group– *Chief Information Officer*

December 2024 - Present

- Leading digital transformation initiatives at CETSE to align technology strategy with business objectives.
- Implementing scalable and secure solutions, optimizing IT operations for improved efficiency.
- Driving data-driven decision-making processes and cybersecurity measures to enhance overall performance.

Freelance– *IT Support Specialist*

September 2023 - December 2024

As a Freelance IT Support Specialist, I offered technical assistance to businesses and individuals, helping them troubleshoot and resolve IT issues. My services focused on system setup, basic network management, and ensuring security and performance.

Key Services:

- Diagnosed and fixed hardware, software, and network issues
- Set up and maintained IT systems and networks
- Assisted with cybersecurity basics and system optimization
- Provided remote and on-site support

Family Leave

September 2021 - March 2024

Dedicated family leave period to focus on self-improvement:

- Obtained CompTIA certifications: A+, Network+, Security+.
- Studied JavaScript, HTML/CSS, and SQL.

NYC Department of Education— *Teacher*

September 2018- September 2021

- Provided virtual technical support to students and parents including account unlocks, password resets, router resets, clearing cookies and cache, and creating student/parent accounts on various apps.
- Employed strong communication skills to explain new concepts in a clear and relatable manner, enhancing student understanding.
- Collaborated daily with grade team teachers to plan assessments and lessons.

Alpine Access- Technical Support Tier 1

June 2015- December 2015

- Provided exceptional technical assistance to customers over the phone, effectively troubleshooting and resolving issues.
- Guided users through diagnostic and troubleshooting processes, which included the use of diagnostic tools and/or following verbal instructions.
- Maintained detailed records of interactions with customers and reported issues and resolutions.
- Collaborated with colleagues to share insights and best practices for efficient issue resolution.

EDUCATION

Nyack College, New York—*M.S. Education*

Graduated May 2018

Stony Brook University, New York—*B.A. Applied Mathematics*

Graduated May 2016