

Stephanie Donmez

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SKILLS

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

CERTIFICATIONS

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

EXPERIENCE

CETSE Group— *IT Solutions Specialist*

December 2024 - Present

- Deploy and support secure small business networks, VPNs, and Linux systems
- Design and manage responsive websites with performance and security in mind
- Conduct client consultations, sales calls, and technical troubleshooting
- Deliver customized IT solutions aligned with client goals and budgets

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

- Delivered virtual tech support and account assistance to students and parents while collaborating with teachers and clearly communicating technical concepts to improve learning outcomes.

Alpine Access- Technical Support Tier 1

June 2015- December 2015

- Provided phone-based technical support, guiding users through diagnostics and troubleshooting to quickly resolve issues.
- Documented support interactions and collaborated with team members to improve resolution strategies and share best practices.

EDUCATION

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

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