

Summary:

I am an Experienced Technology Manager and Web Developer with a proven track record in creating innovative solutions for business growth. I currently serve as the Technology Manager at Altus Realty. My expertise is crafting responsive websites using WordPress and conducting insightful data analysis to drive informed decision-making. With over 8 years of IT support experience, I am adept at resolving software and hardware issues and installing, configuring, and maintaining computer systems.

Licenses & Certifications:

Career Essentials in Generative AI by Microsoft and LinkedIn - Microsoft Certificate of Completion
Machine Learning Specialization - Stanford Online - Coursera - G65EGSTZCX9X
Data Analysis by Microsoft and LinkedIn - Microsoft Certificate of Completion
AWS Fundamentals Specialization - Amazon Web Services on Coursera - LFJ3TL22NAZH
Google Data Analytics Specialization - Google on Coursera - A5U5XGWHB9W9
Google IT Support Specialization - Google on Coursera - THHKTVCJJDDL
Python Specialization - University of Michigan | Coursera - AS66VRY7JX5G
UI / UX Design Specialization - California Institute of the Arts on Coursera - U82A8S2TJURR
Management of International Development: Towards Agenda 2030 - Università Bocconi | Coursera - 3AUVXTJDEX32
IT Security: Defense against the digital dark arts - Google on Coursera - PBAN9D9897FS
System Administration and IT Infrastructure Services - Google on Coursera - EHCDL7N2JCC4
Technical Support Fundamentals - Google on Coursera - YKNJMF6JBECS

Experience in IT Specialist:

IT Manager - Altus Realty and Altus Lifestyle - Jun 2022 – Current

- Led a team of technology professionals in the successful implementation of a company-wide digitalization strategy, resulting in a 30% increase in productivity.
- Oversaw the development and execution of IT policies and procedures to ensure security and compliance.
- Collaborated with key stakeholders to align technology strategies with overall business objectives.
- Managed complex technology projects from initiation to completion, ensuring on-time and within-budget delivery.

IT Specialist and Data Analyst - Altus Realty and Altus Lifestyle - Jun 2022 – Feb 2023

- Delivered technical support to over 30 employees in a fast-paced environment, including hardware, software, and network issues.
- Data Analyst: Conducted data cleaning and preprocessing tasks to ensure data quality and integrity
- Data Analyst: Conducted comprehensive data analysis using statistical techniques and tools to identify
- Managed 100+ devices, including laptops, desktops, and mobile, ensuring optimal performance and security.
- Configured and managed the company's network infrastructure, including firewalls, switches, and wireless access points, and conducted regular maintenance and upgrades.

IT Support Specialist - Association Tannaz Lahiji APS Jan 2017 – Apr 2022

- Delivered technical support to end-users for software and hardware issues, including troubleshooting, diagnosing, and resolving technical problems via phone, email, and in-person support.
- Installed, configured, and maintained computer hardware, software, laptops, printers, and mobile.

IT Support Specialist - Castello di Montalbano - Dec 2015 – May 2021

- Delivered technical support to employees, including troubleshooting hardware, software, and network issues.
- Configured and installed new hardware and software systems, including laptops, desktops, printers, and servers, and maintained an accurate equipment inventory.
- Managed the company's cloud-based email system, including creating user accounts, troubleshooting issues, and providing training to new employees.
- Developed and implemented security protocols to protect company data, including performing regular backups and updating antivirus and malware software.

Experience in Web Developer:

Giraudi Cioccolato all'Infinito - Nov 2022 – Current (www.giraudi.it)

- Responsible for websites; maintained and updated the Giraudi website, including troubleshooting technical issues and Implementing security measures to prevent hacking and malware attacks
- Data Analyst: Conducted comprehensive data analysis using statistical techniques and tools to identify

Mary Lynn Rajskub (www.maryllynnmarylynn.com) Venus Production (www.venusproduction.org) One Stop Talents (www.onestoptalents.com) Watch Paul Elia (www.watchpaulelia.com) Just Honey Do it (www.jushoneydoit.com) Malibu Hair Extensions (www.malibuhairextensions.com) Jupiter Investments Group (www.jupiterinvestmentsgroup.com) Insuranza (www.insuranza.org)	April Macie (www.aprilmacie.com) Altus Gallery (www.altusgallery.com) CNA Funding (www.cnafunding.com) APG America (www.apgamerica.com) Ristorante Tehran (www.ristorantetehran.com) Agritettura (www.agritettura.it) World of Mercy (www.worldofmercy.org) Kash Insurance Agency (www.kashinsurance.com)
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Experience in App Developer:

Convertium on Apple app store for macOS, iOS, iPadOS, + Web Application for Windows User