Dominic J Mitchell

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LinkedIn
DJMPortfolio

Skills

LAN/WAN/NOC, System Installation, Configuration, Licensing, & Upgrading, Database Design & Management, VMware, Network, Security, Servers, Desktop Support, Internal Documentation, Project Management, Workflow Planning, Training & Mentoring, HTML, CSS, JavaScript, Bootstrap, VS Code, ASP.NET MVC, Backbone JS, Handlebars, Visual Studio, MVC & SQL, Scrum/Agile, Git-Hub, Bash, Git, Access, Microsoft Certified Professional (MCP), Microsoft Certified Desktop Technician (MCDT), ASP.NET MVC, C#, CompTIA: A+, Network+, Security+, Office 365

Web Development / Websites   https://dominicjosephmitchell.github.io/DJMPortfolio/

Education

CCRI - 2004	Lincoln RI	Associates in Arts Degree
New Horizons Computer Center - 2011	Providence RI	Network Support Tech
IEL (Institute of Entrepreneurial & Leadership) **- 2018**	Providence RI	Web Design Development
GA – General Assembly - 2019	Providence RI	Software Engineering

Employment History

System Administrator / MEGA   East Providence RI   **09/2019-present**
Ensure that appropriate measures are proactively followed in response to unforeseen issues such as IT downtime or zero-day exploits. Manage user accounts, credentials, permissions, access rights, storage allocations, and active directory administration. Direct hire to holding company MTG (Mega Transportation Group) also servicing Mega Logistics, Mega Brokerage, Mega Professionals, Mega Truck Repair, and Predicata. Install and configure software and hardware. Manage network servers and technology tools. Setup accounts and workstations. Monitor performance and maintain systems according to requirements. Troubleshoot issues and outages. Ensure security through access controls, backups, and firewalls. Project Manager for IT/Software team (Predicata), planning, executing and delegating pursuits and goals. Serve as point of contact for all Vendors, and oversee all contracts, negotiations business and technical aspects of assigned projects.

Freelance Web Developer   Providence RI Area   **02/2019-present**
Website Design (Full-stack, Front & Back End, UI / UX) WordPress, Bootstrap, JS, HTML, CSS

ASC Engr III – Lead/Trainer / Cox Com   West Warwick RI   **01/2013-06/2018**
Lead / Trainer (Advanced Data (HFC/Fiber), Telephony VM, BBL, Centrex voice, video, networking), tester new deployments, procedure development, and architect/design/engineers. Individual learning

enhancement to improve IT knowledge and people skills for workplace success and advancement. Monitors Network Elements, perform remote diagnostics. Technical Support Lead supervises, coaches, and develops a team of Technical Support Representatives to fulfill company strategies, practices, and procedures for serving, solving, selling. Supervises the team to deliver excellent customer services, effectively meet and exceed performance and service goals, and increase revenue through cross-selling. Involve supervision of on-site, remote, and out-sourced employees. Interacts by phone with customers who are frustrated and dissatisfied in connection with problem resolution. Meet approved department and company performance standards. Work consists mainly of managing, coaching, and developing the performance of individuals and team. Supervises work that is error-sensitive; failure to produce accurate work results in problems with customer experience, operational efficiency, and lost revenue. Fast-paced, constantly changing, budget-driven. Essentials include coaching and developing, leading people, driving results, communication, collaboration, administration, and self-development.

App Specialist III – Lead / UpSource   New Bedford MA   **01/2012-12/2012**
Supporting 3rd party software & hardware applications: troubleshooting, break fix, and install. Remote Support /Desktop, Ticketing Systems, Database: Backup/Restore/ Migration; MS Outlook. Formally and informally coaches and develops the performance of the team to ensure they have the capabilities required to meet targets and increase customer loyalty. Applies functional and technical expertise and knowledge of performance standards to provide on-the-job training to team members. Reviews performance data (e.g., scorecard, behaviors, monitored calls, etc.) and diagnose performance gaps to identify performance and productivity gaps. Discusses Monthly Achievement Plans regularly with Representatives to identify and agree on actions to improve performance. Creates and implements individual development plans and related coaching plans to establish behaviors that will lead t

improved metrics. Implements and documents coaching, performance improvement, and recognition plans, as well as performance evaluations to optimize individual and team performance. Hires and builds a team of Representatives that has the ability and resources to achieve performance, diversity, and service goals.

Consultant-Tech / TMC   Cranston RI   **11/2010-01/2012**
Customer computer support (phone & on-site) / imaging / virus removal / Application downloads / problem solving. Hardware/Software Installation, recommendations/solutions. Variety of services such as business, marketing, financial and management controls, Information technology support.

Owner / MCI   Cumberland RI   **04/2004-11/2010**
Construction design & development, operations & project management, leadership, sales, consulting, and marketing strategies to achieves its vision, mission, goals, and objectives. Overseeing the construction process for buildings and other pieces of infrastructure. Upholding the use of quality materials and procedures, adhering to budgets to complete tasks or purchase materials and reviewing contracts to make sure that current practices align.
Choose the types of tools to use in the construction and track the inventory of those tools.
Keep daily employee logs   and monitor the conduct of each one of them.
Ensure that the construction project complies with all safety and building regulations.
Conduct an in-depth analysis of the project to come up with the budget and deliverables.
Establish risk factors, then manage and mitigate them to ensure the construction goes on smoothly.
Work closely with Architects and Engineers to establish the requirements for the construction.
Liaise with local authorities to obtain licenses and permits for the project.
Prepare reports on the project.