

**John D'Occhio**  
40 Rosengarten Drive  
Waterbury, CT 06704  
(203)-228-9888  
jdocchio67@yahoo.com

## **Profile**

Highly motivated and skilled IT professional with proven talent resolving technical issues using effective troubleshooting skills. Extensive hardware, software and networking expertise. Relied upon to perform in high-pressure situations and quickly adapt to fast-paced environments in a quality, professional manner. Strong background introducing new technology applications. Dedicated team player, who fosters a cohesive and productive work environment. Keen ability to deliver performance excellence in positions that demand autonomy. Strong communication and negotiation skills. Confident decision-maker; ability to assess situations and respond appropriately based on sound analytical principles.

## **Hardware and Software Proficiencies**

- **Software:** Password Manager XP, Gateway Remote Control, Remote LAN Desk, SCCM Remote Control, Remedy, DKHelpDesk, Microsoft Office, Microsoft Outlook, Apple Works Suite, DAVE for Macintosh, Virtual PC, Microsoft Visio, Microsoft FrontPage, Enterprise Buyers Professional, File Synchronizer, WinZip, Acrobat Reader, Microsoft Internet Explorer, Netscape, Firefox, Norton System Works, Symantec Antivirus, Norton Personal Firewall, and Trend OfficeScan WinNT, LockOut Status, Hyena, RSA Authentication Manager, Call Point Manager, VMWare
- **Hardware:** Apple Macintosh, Hewlett Packard, Compaq, Dell, Gateway upgrades and maintenance.

**Operating Systems:** Macintosh 7.x/8.x/9.x/OSX, Windows 95/98/NT/2000/XP/Vista/Windows 7

**Networking:** Protocols, topologies, cable wiring, networking printers, workstations and software

## **Professional Experience**

**ACS Healthcare Solutions (A Xerox Company) - Cheshire, CT**

**2007 - present**

### Helpdesk Support - Level I Technician/Customer Support Engineer

- Team with hospital staff concerning network and application services to identify, support, and resolve technical service related issues. Perform basic server administration.
- Document and troubleshoot customers' software and hardware issues including network printers, internet, and email; troubleshoot and diagnose basic Citrix desktop issues; basic Cerner Millennium desktop issues.
- Install applications via the network.

**Aerotek, Inc. - Shelton, CT**

**2006 - 2007**

### Cablevision/Optimum Online - Shelton, CT

#### Level II Technician

- Monitored, troubleshot, diagnosed and resolved incoming customer issues, including internet and connection problems.
- Worked closely with subscribers, technicians and company representatives regarding online services.
- Escalated problems and issues to a higher level of support and provided customers with issue status.

**Apex Systems, Inc. - Shelton, CT**

**2006**

#### Hardware Support Technician

- Translate client business needs into successful projects
- Perform general maintenance tasks, troubleshoot and repair computer systems and peripheral equipment.
- Perform work in compliance within specified warranty requirements.
- Ensure that all systems function properly and equipment is packaged and transported correctly.
- Transport customer equipment and supplies.

**OC Eyelet / OSRAM Sylvania - Watertown, CT**

**1998 - 2006**

Information Technology Technician (2001 to 2006)

- Conducted data entry of daily water discharge records supplying information to the State of CT and DEP.
- Maintained ISO 14000 documentation and applied technical expertise to efficiently troubleshoot difficulties and promptly remedy technical concerns involving all hardware and software components
- Updated and accurately maintained all hardware inventory and software licenses
- Purchase software applications, office supplies and equipment to maintain facility's performance
- Facilitated user training sessions for software applications; designed and implemented instructional manuals for enhanced user learning
- Executed SMS Client 1.2 & 2.0 packet installations on 95/NT/2000 machines

Desktop/Technical Support Intern (2000 to 2001)

- Gained experience with network protocols
- Trained network users in Windows 95/NT/2000 based computers and software applications, hardware repair, CAT 5 cable, Ethernet, networking and HP LaserJet printer repairs
- Troubleshot discrepancies involving network interface setup and operation
- Maintained facilities' voice mail and phone system to ensure proper operation

Maintenance and Security Technician (1998 to 2000)

Maintain facility security and performed water disposal, environmental proficiencies, fire system inspection and boiler maintenance.

**Information Technology Consultant - Waterbury, CT**

**2000 to present**

Perform computer diagnostic services based on client needs to complete projects, including hardware repairs, systems consultation, needs assessment, troubleshooting, configuration of DSL and Cable Internet Connection, Wireless Internet Services and tutoring.

**Education**

AS Degree – Human Services, Mental Health - In Process  
Naugatuck Valley Community College

BS Degree -- Information Technology - 2004 [GPA 4.0-President's List]  
American InterContinental University

AAS Degree -- Computer Information Systems Technology - 2003 [GPA 3.44 - Dean's List]  
Naugatuck Valley Community College

A+ Certified  
Security+ Certified

Microcomputer Networking Specialist Certificate  
Network+ Certified

**Community Service**

**No Vet Left Behind - Ansonia, CT**

**2010 - Present**

Volunteer PC Technician – design and maintain website, handle computer repairs and upgrades

Volunteer Teaching Assistant -- Computer Lab -- Naugatuck Valley Community College

Assisted professors with student instruction for Apple and Windows based computers, Internet, e-mail and Microsoft Office applications.

**Languages**

Fluent in Italian - Speak, read, write