

Nicholas Joseph Delfico

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TECHNICAL SKILLS

- **Operating Systems & Networking:** Windows, macOS, Linux/Unix, TCP/IP, VPN, Active Directory
- **Technical Support:** Troubleshooting hardware/software issues, IT ticketing systems, remote support
- **Software & Tools:** Microsoft 365, Google Workspace, SQL, ITSM tools, Help Desk Support
- **Programming & Scripting:** Java, JavaScript, PHP, HTML/CSS, PowerShell, Bash
- **Security & Compliance:** Network security, system monitoring, security best practices
- **Soft Skills:** Strong communication, team leadership, cooperation, customer service, problem-solving

PROFESSIONAL EXPERIENCE

SepsaMedha

Aug. 2023 – Present

Field Service Technician

New York, NY

- Provide technical troubleshooting and maintenance for subway and railroad systems.
- Collaborate with Kawasaki Rail Car, Inc. and the MTA to diagnose and resolve system issues.
- Maintain detailed documentation on all maintenance activities, inspections and repairs.
- Work both independently and within a team to address technical issues and provide emergency support.

Electric Sun Solutions

Feb. 2022 – Aug. 2023

Lead IT and Technical Support Technician

Shelton, CT

- Managed technicians, providing training and troubleshooting assistance on tanning bed infrastructure.
- Handled software and hardware installations, system diagnostics, and network troubleshooting.
- Developed IT processes to improve efficiency and optimize service delivery for tanning salons.

Daisy Diaz Security Consulting Inc. (DDSC)

Sep. 2021 - Feb. 2022

Licensed Security Contractor

New York, NY

- Managed security surveillance equipment for NYC Charter Schools and private events.
- Monitored system performance and proactively addressed security concerns.

Solar Rig Technologies

Aug. 2020 - Sep. 2021

Lead Software Developer

Carlstadt, NJ

- Designed and deployed self-sustained network video recorders for Metro-North Railroad.
- Developed and implemented smart PoE switches for the Tennessee Bureau of Investigation.
- Provided IT support and troubleshooting for high-security projects.

Patient Care

Apr. 2019 - Aug. 2020

Call Center Representative

Mamaroneck, NY

- Assisted patients with account access, system navigation, and troubleshooting healthcare applications.
- Handled high-volume calls, resolving technical issues efficiently while providing excellent customer service.
- Maintained compliance with HIPAA regulations and ensured data security.

EDUCATION

King's College

2013-2017

Computer Engineering Program

Wilkes-Barre, PA

- IT Helpdesk Support and Cloud Support Internship with the IITS Department
- Commended for assisting with IT deployments of school equipment during the summer and winter breaks
- Member of the Raspberry Pi Club