

# Paul Nugiel

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917.796.8016

## SUMMARY

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Desktop Support Engineer specializing in Networking, with a broad understanding of the role the PC plays in the world today, and how to use it to accomplish the goals of the End User.

## WORK EXPERIENCE

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- 2017 – Present    **TECHNICAL CONSULTANT**  
Dell EMC via Unisys, Corp    North Haven, CT
- Hardware Repairs and Parts Replacement
  - Laptop and Desktop infrastructure
  - Proficient Self Starter with 0% Supervision
- 2011 – 2017    **TECHNICAL ANALYST**  
Vernon Computer Source    Norwalk, CT
- Diagnostics and Repair
  - Customer Satisfaction
  - Ghost, Clonezilla, MS Deployment Image Servicing and Management (DISM)
- 2004 – 2011    **COMPUTER CONSULTANT**  
Superior Consultants    Cheshire, CT
- Service Desk Analyst
  - Specialized Network Security
  - Desktop Support, including diagnosis, research, and solution building.
- 2000 – 2004    **HELP DESK ANALYST**  
A & P Corporation    Montvale, NJ
- Provided support to corporate employees
  - Assisted Network Systems teams in maintaining the large area networks for regional store offices.

## SKILLS AND LANGUAGES

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- Comptia A+ Certified
- Help Desk Certified
- Diagnostics and Repairs
- Workstation Setup
- Wireless and Wired Networks
- Mac
- Linux
- HTML
- CSS
- JavaScript, JQuery
- SharePoint - C#

## EDUCATION

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### Web Development

HTML, CSS, XML, JQuery, JavaScript, SharePoint, C#.Net, Visual Studio, Project Management  
2010 to 2011  
New Horizons  
Trumbull, CT

### Computer Technology

COMPTIA A+ Certification  
Help Desk Certification, Customer Service  
1999 to 2000  
Cittone Technical Institute  
Mahwah, NJ

### Database Programming

Program languages, business networking, hardware and software repair and installation, technical diagnostics  
1996 to 1998  
SYRIT College  
Brooklyn, NY