

# Winnie Vincelli

Desktop Engineer

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## EDUCATION

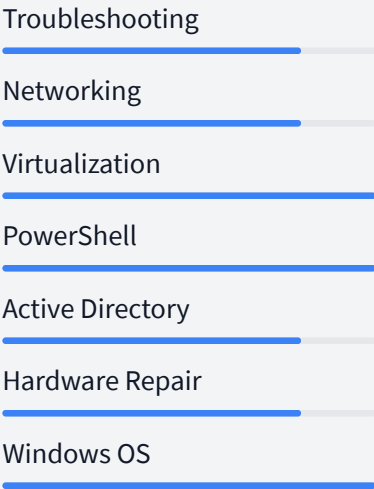
**Bachelor of Engineering in Computer Engineering at West Virginia University, Morgantown, WV**

Aug 2018 - May 2022  
Relevant Coursework: Digital Logic Design, Data Structures and Algorithms, Computer Networks, Operating Systems, Microprocessors and Microcontrollers, Database Management Systems, Object-Oriented Programming, Computer Architecture, Software Engineering, and Embedded Systems.

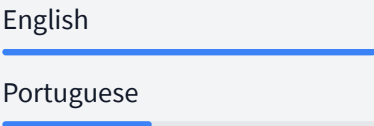
## LINKS

[linkedin.com/in/winnievincelli](https://www.linkedin.com/in/winnievincelli)

## SKILLS



## LANGUAGES



## PROFILE

Dedicated Desktop Engineer with 1-year experience in providing exceptional technical support and ensuring optimal system performance. Proficient in troubleshooting, system configuration, and software installation, adept at collaborating with cross-functional teams, and committed to delivering seamless end-user experience. Eager to contribute to a dynamic IT environment and drive continuous improvement.

## EMPLOYMENT HISTORY

### Desktop Engineer at TekWissen Group, WV

Feb 2023 - Present

- Successfully managed the deployment of 500+ workstations across multiple sites within the organization, resulting in a 30% increase in overall system performance and a 25% reduction in IT support requests.
- Implemented a new remote desktop support system that led to a 40% decrease in on-site support visits, saving the company \$50,000 in travel expenses and increasing overall team productivity by 15%.
- Developed and conducted comprehensive training programs for over 200 employees, improving their technical skills and reducing the number of IT-related issues by 20%.

### Associate Desktop Engineer at Leidos, WV

Jul 2022 - Dec 2022

- Successfully resolved over 500 technical issues per month, resulting in a 95% customer satisfaction rate and contributing to the team's overall efficiency.
- Implemented a new remote desktop support system that reduced response times by 30% and increased the number of issues resolved remotely by 40%.
- Trained and mentored five new hires, helping them become proficient in company-specific tools and processes, which led to a 20% increase in team productivity.

## CERTIFICATES

### Microsoft Certified Solutions Expert (MCSE): Desktop Infrastructure

Apr 2022

### VMware Certified Professional - Desktop and Mobility (VCP-DTM)

Sep 2020

## MEMBERSHIPS

Association for Computing Machinery (ACM)

Institute of Electrical and Electronics Engineers (IEEE)