



PAUL M. CIANO

ACCOMPLISHED IT EXPERT

10-Plus Years of Efficiently Providing Advanced, Technical Expertise & Customer Support, with Vast Experience in Product Installation, Troubleshooting, & Training for IT-Based Systems

TECHNICAL SKILLS

Novice: PHP; SQL; Trac; Apple iWork; Google Forms; LibreOffice; SAP Crystal Reports; SigmaPlot; ImageJ; Endnote; OmniGraffle; Microsoft Access, SQL Server Management Studio, Windows 8, 10; Visual Basic 6.0, 2005; C++

Intermediate: CSS; JavaScript; Git; GitHub; GNU/Linux Ubuntu; VirtualBox; Apple Configurator, iLife; Google Sheets, Slides; Zendesk; SPSS; Microsoft Excel

Expert: HTML; WordPress; Apple macOS, iOS, Macintosh, iPhone, iPod Touch, iPad, iPad Mini; Google Gmail, Docs, Calendar, Android, Android devices; Microsoft Windows (XP, Vista, 7), Windows PC, Word, PowerPoint, Outlook

PROFESSIONAL EXPERIENCE

Automattic | San Francisco, CA

2013-Present

Happiness Engineer

- Support users of Jetpack, VaultPress, Akismet, WooCommerce, and WordPress.com
- Address manifold issues, e.g., backups/restores, spam, payment gateway plugin set-up, domain and DNS configuration, theme customizations, imports and exports, account recovery, refunds
- Identify, troubleshoot, and report bugs (GitHub, Trac)
- Work with third-party developers; document procedures and workflows; plan and execute projects
- Monitor to guarantee users' requests are attended to within a reasonable time period and in an appropriate manner; follow up to ensure an equitable resolution for all parties; expedite assistance for priority requests
- Community building via Blogging University program and support work in the WordPress.org and WordPress.com forums
- Buddying and mentorship of new coworkers and peers on support rotations

paulciano.org | Suffolk, NY

2013-Present

Freelancer

- Provide technical support and consultation geared towards consumers and small businesses
- Creation of tips, how-to articles, and explainers about complex topics that are clear and easy to understand, even to laypeople
- Emphasis on macOS, iOS, UNIX/Linux, WordPress, productivity, and privacy/security

RSVP Community Computer Connections Program | Smithtown, NY

2012-2013

Refurbisher / Installer

- Pro bono work aimed at providing free of charge, refurbished computers to senior citizens and financially-challenged individuals/families on Long Island
- Hardware inspection; replacement of dysfunctional system components
- Operating system installation, updates, and hardening
- Delivery and installation of, and training for, provided equipment

TechEdified | Suffolk, NY

2010-2013

IT Support / Consultant / Webmaster

- Offer comprehensive suite of IT services; advise, purchase, and set up standard PC/Mac/iOS/Android systems; implement, configure, maintain, troubleshoot, and repair associated Hardware/Software
- Apply standard principles, concepts, and techniques; resolve diverse range of complex computer/network problems
- Create standard desktop images for PCs/Macs
- Provide training and documentation that translates technical terminology into understandable terms, which assists the end user community in utilizing technology to improve the quality of their lives

Suffolk County DSS (Medicaid) | Ronkonkoma, NY

2009-2012

Social Services Examiner I

- Determine eligibility for Chronic Care Medicaid using a variety of factors based on New York State regulations; extensive use of keen analytical skills with a great attention to detail
- Voluminous telephone contact with the public; frequent translation of obscure jargon to layperson's terms that clients can easily understand
- Execute required changes to establish appropriate client coverage type and ensure proper payments are received

Rutgers University | Piscataway, NJ

2007-2009

Graduate Assistant / Research Assistant / Teaching Assistant

- Design experimental assays; collect, organize, synthesize and analyze data; summarize findings; extensive and efficient utilization of SPSS statistical program
- Develop training programs, presentations and awareness campaigns for appropriate lab protocols; analyze, develop, and maintain reports using standard tools

Best Buy - Geek Squad | Patchogue, NY

2006-2007

Computer Technician

- Evaluate customers' technical needs; recommend and install appropriate hardware/software upgrades; troubleshoot and coordinate the resolution of software and hardware issues with appropriate vendor or designated support personnel
- Provide consistent and accurate solutions to technical problems that could be developed by following Department standards
- Work with users and assist them in fixing complex computer problems; educate them on common technology solutions
- Build effective, working relationships with fellow coworkers

EDUCATION

St. John's University | *Jamaica, NY*

St. Joseph's College | *Patchogue, NY*

M.A. in Experimental Psychology

B.A. in Psychology & Computer Science, Cum Laude

Relevant Coursework: Advanced Techniques for the Analysis of Behavioral Data; Multivariate Design & Analysis for Psychology Research; Statistical Design in Research; Computer Organization / Assembly Language; Algorithms and Data Structures; Mathematical Foundations of Comp. Sci.; Object Oriented Programming

CERTIFICATIONS

CompTIA Security+

CompTIA Network+

CompTIA A+

HONORS & AWARDS

Excellence Fellowship, Rutgers University (2007) – Departmental Honors, Psychology, St. Joseph's College (2004) - First Place Senior Thesis Poster Competition (2004) – National Science Foundation REU Fellowship (2003) - St. Joseph's College Dean's List (2001-2004) – St. Joseph's College Scholastic Achievement Award (2000-2004)