

Gabriel Tocci

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Education

MS in Computer Science, GPA: 3.9

Concentration: **Information Technology**

East Tennessee State University (ETSU), Johnson City TN

Accredited by the Computing Accreditation Commission of ABET

Selected Courses: Enterprise Integration and Resource Management, Information Security

BS in Computer Science, GPA: 3.4

Concentration: **Information Technology**

East Tennessee State University (ETSU), Johnson City TN

Accredited by the Computing Accreditation Commission of ABET

Selected Courses: Software Engineering, Advanced Database Design, Systems Administration

AS in Network Engineering, GPA: 3.4

Hesser College (HC), Manchester NH

Accredited by the New England Association of Schools and Colleges

Selected Courses: Designing and Implementing Win2K Server, IIS, Visual Basic

Oliver Ames High School, North Easton MA

Technical Proficiencies

Programming: JAVA, VB.NET, SQL, PHP, ASP.NET, CSS, JavaScript, XHTML

OS: Windows, UNIX, Linux, Mac

Training: SAP, Microsoft Certified Systems Engineer (MCSE) Trained

Certifications: Dell Certified Systems Engineer (DCSE), IBM Service Certified, CompTIA A+

Professional Experience

Internship/Graduate Assistant, Office of the Registrar, ETSU

- Banner System Integration (Oracle 10g Database with Java Interface)
- Developed web forms based on JavaScript and ASP.NET

Field Service Technician (QSP), QualxServ, Tewksbury MA, 04/2005-07/ 2007

- Provided On-Site Service for Dell, IBM and Sony on servers, workstations and laptops
- Consistent "Excellent" Customer Service Scores (CE 90%+)
- Current Technical Training and Certifications for Dell, IBM and Sony

Freelance Work, Certified Computer Consulting, 01/2004 - Present

- Participated in Business Startup, development and management
- Provided software, hardware and networking support
- Developed commercial websites and graphic designs
- Established and maintained professional relationships with clients

Business Technology Department Head, Staples, Greeneville TN, 03/2004-04/2005

- Provided Business Hardware and Software Sales
- Completed departmental management duties
- Provided Customer Service and resolved any service related difficulties

Extracurricular Activities and Community Involvement

Upsilon Pi Epsilon (UPE) Computer Science Honor Society

Association for Computing Machinery (ACM)

Institute of Electrical and Electronics Engineers (IEEE)

Assistant Scoutmaster, Boy Scouts of America (BSA) - 10 Years of related community service

American Red Cross Blood Donor

Feed the Children sponsor