Dillon Alterio

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Skilled and detail-oriented IT Professional with 4+ years of experience in software support, system administration and cybersecurity operations within SaaS environments. Proficient in managing and securing IT infrastructure, including user access controls, system monitoring, and vulnerability mitigation. Experienced with tools like Python, PowerShell, SQL, and Excel for automation, analysis, and reporting. Adept at troubleshooting complex technical issues, enforcing security protocols, and supporting secure, high-availability environments. Strong communicator and team player, effective in cross-functional collaboration and delivering technical solutions aligned with organizational goals.

Technical Skills

Java | Python | Linux | PowerShell | AWS | SIEM

SQL | TCP/IP, DNS, DHCP | Active Directory

Professional Experience

Tier II Software Support Specialist   Sep 2024 – Current

ITPipes **|** Remote

- Manage user accounts, permissions, and access controls across SaaS platforms, ensuring adherence to security protocols and compliance standards.
- Monitor SaaS systems for performance, uptime, and potential issues; proactively identify and resolve bottlenecks, vulnerabilities, and disruptions.
- Assist with the installation, configuration, and maintenance of SaaS applications, ensuring seamless integration with existing systems and infrastructure.
- Implemented AWS-based cloud databases into SaaS platforms, including integrations with ArcGIS, Cartegraph, and Cityworks to support data management and system functionality.
- Collaborate with software developers and engineering teams to report bugs, recommend enhancements, and support software updates and patches.

Data Analyst   May 2023 – Sep 2024

Sperry Rail Inc. | Shelton, Connecticut

- Processed and analyzed 200+ miles of ultrasonic rail inspection data per day using specialized diagnostic tools and data platforms to identify subsurface rail defects and support data-driven maintenance decisions.
- Adept at cleaning, processing, and interpreting complex datasets to deliver plausible solutions that support organizational goals.
- Utilized SQL and Python to analyze large and complex datasets, uncover operational trends, and deliver actionable insights through exploratory and predictive analytics.

Education

Bachelor of Science, Computer Science
Southern CT State University, New Haven, CT

Certifications

CompTIA Security + SYO-701