

# Hamil Dimapanat

IT Specialist

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## Education

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**BS**   **State University of New York at New Paltz**, Computer Science   Completed - 2023

## Certifications

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**AWS Certified Cloud Practitioner** [🔗](#)   Mar 2024

**CompTIA Security+ SY0-701** [🔗](#)   Dec 2024

**Cisco CCNA**   Expected-June 2025

## Experience

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**Mount Sinai Health System**, IT Desktop Support Specialist   New York, NY  
August 2024 - Present

- Provided end-user support to 300+ students and staff via ServiceNow, resolving hardware & software issues.
- Developed a web app ([PSON IT](#)) for troubleshooting and deployed with Github Pages.
- Reimaged 100+ Windows PCs, updated and patched drivers and softwares.
- Managed audiovisual (AV) and communication systems, such as Poly, Zoom, Crestron, and projectors.
- Managed VoIPs, Laptops, Printers, Scanners, and Mobile Devices.
- Configured access permissions and identity management (IAM) through SailPoint.
- Administered Google Workspace, SharePoint, Moodle LMS, Echo360, and Zoom.

**Code Nation**, Web Development TA   New York, NY  
August 2023 - Dec 2023

- Delivered web development instruction (HTML, CSS, JavaScript, React) to middle school students via hands-on projects.

**SUNY New Paltz TicketSense**, Capstone Project   New Paltz, NY  
Jan 2023 - May 2023

- Used Python, SQL and a dataset of over 10,000 tickets to train a classifier model.
- Deployed full stack application on Heroku and with the Flask web framework.

## Projects & Labs

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**VMware vSphere Lab** - (Ansible, ESXi, vCenter, vSphere Client)   [github.com/hvmil](https://github.com/hvmil) [🔗](#)

- Administered and maintained ESXi hosts and vCenter Server, managing VM lifecycles, snapshots, and resource allocation across multiple environments.
- Implemented vMotion, High Availability (HA), Fault Tolerance, and Distributed Resource Scheduler (DRS) to optimize uptime, enable load balancing, and enhance system resilience.

**Infrastructure as Code (IaC) Automation** - (Ansible, ESXi, CentOS, Fedora, Windows Server)   [Ansible Repository](#) [🔗](#)

- Automated server configuration across Linux and Windows environments using Ansible playbooks and roles, improving security.
- Developed reusable Ansible playbooks for patch management, software installation, and system hardening, aligned with NIST and DISA STIG security frameworks.

**VMware Microsoft Windows Server 2019**

- Used VMware to host Windows Server 2019 and Active Directory Domain.
- Automated account creation and data processing with Powershell scripts.
- Managed user accounts, groups, and Group Policy Objects (GPOs) for security and user management.

**CCNA Packet Tracer Lab**

- Configured Cisco routers, switches, and VLANs using Cisco IOS.
- Managed routing protocols, access points, and basic network segmentation.
- Resolved connectivity issues and applied security measures with ACLs and firewalls.

## Technologies

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**Languages/Scripting:** Python, Bash, Powershell, JavaScript/TS

**Databases & Tools:** Ansible, SQL, MongoDB, React, Node.js, Flask