

## Carmello Bilotti

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### PROFESSIONAL HIGHLIGHTS

- Skilled in communicating, working with teams, and managing multiple tasks at once.
- Experienced with customer service - always able to stay friendly, helpful, professional, and customer-oriented even in difficult situations.
- Able to solve complex technical problems and comprehend technical documentation.
- Creative, highly organized, detail-oriented, and with a determined mindset.
- Experienced in-depth with technology, software, and data management. Some notable accomplishments include creating and managing websites, databases, an office network, and an Active Directory Domain Services infrastructure.

### EDUCATION

**University of Southern Maine**, Gorham & Portland, Maine

Graduation: May 2027

*Major: Information Technology / Minor: Honors*

Relevant Coursework: ITT 383: Databases, ITT 373: Networking II, ITT 382: Advanced Website Development, COS 161: Algorithms in Programming, ITP 250: Management Information Systems, ITT 363: Server Admin & Maintenance, ITT 385: Integrative Programming, ITT 376: Network Defense, ITT 463: Virtual & Cloud Computing, ITP 350: Leadership, Teambuilding, and Facilitation, ITP 210: Technical Writing, ITP 230: Project Management, ITT 486: User Experience, ITT 460: Capstone (for my Capstone project, I built a web-based management portal for Active Directory.)

### PROFESSIONAL EXPERIENCE

**Sweetser**, Saco, ME

May 2026-August 2026

*IS Support Technician Intern*

- Imaged new devices in the Sweetser organization
- Set up new computers and user accounts for new employees
- Solved technical problems experienced by staff at the company
- Worked on various other IT-related projects assigned by the supervisor
- Further improved my problem-solving and time management skills by working through finding solutions to difficult technical problems in a timely manner.
- Boosted my communication skills by being able to communicate with staff about technical problems in a less technical way and always remaining understanding and friendly.

**Andrews Automotive Services**, Hybrid/Portland, ME

February 2025-Current

*Web Designer & Developer*

- Improved design and creativity skills by sketching, wireframing, mocking up, and prototyping the website's design prior to programming it.
- Strengthened problem-solving skills by programming a fully-functional, feature-complete, and responsive website completely from scratch.
- Refined my communication skills by keeping in touch with the client along every step of the design and development process to ensure the website was aligned with the client's needs.

**University of Southern Maine Disability Services Center, Portland, ME**  
*Student Assistant*

September 2024-Current

- Developed organizational and coordination skills associated with the management of an academic office.
- Enhanced multitasking and time management skills by managing multiple tasks at once, including organizing, scanning, and proctoring exams.
- Bettered communication skills by frequently interacting, assisting, and directing students, faculty, and other people who entered the office.

**WebShrink, Remote**  
*Web Designer & Developer*

2017-Current

- Improved my web development and creativity skills while showcasing my versatility in platforms I am familiar with by developing a unique, innovative, feature-packed mental health information, news, and help website using WordPress, for a family business.
- Further refined data management and problem-solving skills by creating and maintaining an extensive, multi-thousand-record database of mental health professionals around the country, and integrating it into a user-friendly, functional, and visually appealing web application I created called the WebShrink Provider Directory.
- Further developed data management and problem-solving skills by creating an intelligent, questionnaire-based web application called the WebShrink Symptom Checker, which analyzes user responses to direct them to pages on the site about potential conditions that match their symptoms - in turn helping guide them to finding the right mental health provider for them.

**CoRecover + TMS Maine, Hybrid/South Portland, ME**  
*Web Designer & Developer + IT Manager*

2018-Current

- Strengthened abilities to solve technical problems, comprehend and work with technical documentation, as well as further improve communication skills by setting up an office network, its computers, as well as its users and profiles as part of an entire Active Directory Domain Services infrastructure, and continuing to maintain it, as well as provide technical support when needed, for a family business.
- Improved data management skills by creating and maintaining a database system, forms, and an administrative panel for patient onboarding and documentation, using the HIPAA-compliant low-code web-based software Caspio.
- Bettered office management skills by creating mail merges and designing letters for the mental health practice using Microsoft Word and Excel.
- Enhanced my creativity and web design skills by designing and building a website using the Wix website builder, as requested, further showcasing my versatility in terms of web development platforms I am skilled in.

**Old Navy, South Portland, ME** June-August 2023  
*Sales Associate*

- Boosted multitasking and productivity skills by helping customers, while also organizing various types of clothes into their respective sections of the store, keeping track of and adapting to the frequent changes in store layout, and coordinating with other associates to manage tasks effectively.
- Developed communication skills as well as problem-solving abilities while further building on communication skills by resolving concerns and questions from customers, and always remaining helpful and friendly even when customers are frustrated.