

# Chris Murray

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## EXPERIENCE

Technical Support Specialist / IKEA / September, 2015 - Present

- Maintain all hardware in Costa Mesa, Carson, and San Diego - including, but not limited to: Dell workstations and notebooks, HP and Lexmark printers, HP plotters, NEC phones, iMacs, DLoG forklift terminals, and all equipment in our server rooms
- Oversee tickets in iDesk to ensure that all co-worker incidents are responded to in a timely and efficient manner
- In charge of all IT projects that occur at the store and am the main point of contact for all of our technical vendors including Dell, HP, Acteon, Lexmark, Advantech, Wincor, and more

Local IT / IKEA Costa Mesa / June 2014 - September 2015

- Maintained all hardware at the Costa Mesa location - including, but not limited to: Dell workstations and notebooks, HP and Lexmark printers, HP plotters, NEC phones, iMacs, DLoG forklift terminals, and all equipment in the server room
- Responsible for tickets in iDesk to ensure that all co-worker incidents were responded to in a timely and efficient manner
- In charge of all IT projects that occurred at the store and was the main point of contact for all of the technical vendors including Dell, HP, Acteon, Lexmark, Advantech, Wincor, and more
- Maintained all user accesses and ensured that IKEA security protocols were met and recorded for iMonitor review purposes

## PROJECTS

Grand Prairie Build Up

- Assisted with installing core infrastructure for the new store including: server room equipment racking and patching, IDF cabinet installs, and end user equipment installs (FLT's, RDT's, etc)

LHX Migrations

- Assisted several sites throughout the US with installing new switches in server rooms and IDF cabinets