Christopher Hall

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**Organized • Reliable • Motivated**

**Education**

**Lighthouse Labs** Jan2022-April 2022

Web Development – Bootcamp

**Sheridan College**        August 2016

Computer Systems Technician – Software Engineering

**Technical Skills**

* Experienced in **writing VB scripts** to automate tasks
* Experience with **HTML**, **CSS, Javascript**, **ReactJS**, **JQuery**, **MySQL** & **Ruby**
* 5 years of troubleshooting

**Relevant Experience**

**Deloitte** Jan 2019-Dec 2021

IT Analyst

* Member of the automaton committee developing automated scripts to resolve IT tickets
* Completed monthly ticket quotas alongside project work
* Wrote Knowledge Base articles for other technicians & provided technical guides for users
* Provided support for Windows, VDI (Virtual Desktop) & MacOS environments

**Compucom** April 2018-Dec 2018

IT Specialist

* Provided end user support remotely for Windows 7/8/10 and MacOS in a fast-paced environment
* Performed data entry for ticketing system (ServiceNow)
* Actively educated new clients on a variety of different technologies such as Skype for Business, Office 365, and VPN software
* Collaborated with cross functional teams to ensure end users were met with the appropriate resource for their specific issues

**Superior Glove Works Ltd.**             Jan 2017-Dec 2017

IT Helpdesk

* Provided end user support onsite and remote for Windows software, mobile devices, computer peripherals, and computer hardware
* Facilitated training on new software and hardware to multidisciplinary teams across the organization
* Engaged in additional technical projects to increase efficiency for the organization such as data sanitization and internal websites