# Charles Gill Jr.

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## EDUCATION & CERTIFICATIONS

**New Jersey Institute of Technology**| Bachelor of Science in Information Technology   Expected May 2022
- 3.31 GPA
- Specialization in Network and Information Security
- Relevant Coursework: Ethical Hacking for System Admins, Digital Crime, Computer Systems and Networks, Computer Systems Technology, Wireless Networks, Information Technology and the Law, Computer Forensics.

**TestOut PC Pro Certified**                                                                                                    January 2015
- PC hardware and peripherals, mobile device hardware, networking, and troubleshooting hardware

**TestOut Network Pro Certified**                                                                                           October 2015
- Configuration, management, and troubleshooting of common wired and wireless network devices

## EXPERIENCE

**IT Support Engineer Intern**                                                                       June 2021 - September 2021
Simulmedia Inc. | New York City, NY

Assist Senior Engineers with their day to day activities ranging from managing user accounts within Active Directory to assisting in the setup of a desk for a user which would include any peripherals they would need while in the office. Responsible for the setup of new user Macbooks and Windows laptops as well as the management of those devices using JAMF and Active Directory respectively.

Key Accomplishments:
- Completed the Corp IT Guidebook, essentially covering 5 Weekly chapters; MacOS Administration, Windows Administration, Windows Server Administration, Account Learning, and Backups.
- Managed and updated the Corp-IT Wiki Page as updates were needed. Completed about 40 Wiki Articles.
- Created a Windows Server to be used for Update Services and updated Group Policy to set the new server as the intranet update service within AWS.
- Created Instances of Windows Server 2019 within Amazon Web Services EC2 as well as encrypting and uploading all Zoom Calls from 2020 to S3 in AWS.

**Desktop Engineer Intern**                                                                        March 2020 - December 2020
Jefferies LLC | Jersey City, NJ

Assist Senior Engineers with testing new and upgraded technologies(operating systems, core applications, build methods, etc). Test, troubleshoot, and create documentation for Work From Home users. Configure, Ship, and provide installation support for Windows Laptops and Thin Clients for Work From Home users.

Key Accomplishments:
- Successfully enabled the entire firm to work from home at the beginning of the Covid-19 lockdown.
- Helping maintain the entire "Work From Home" project as users require assistance or guidance in the usage of new devices or standards.
- Led the Proof Of Concept project where I was responsible for driving the testing and adaptation of new technologies within the firm.

**Technician**                                                                                        September 2016- September 2017
Passaic County Technical Institute | Wayne, NJ
As a Senior in high school, I was selected to Intern for the IT Department at the school and would work about 3 hours a day during school hours. I was responsible for providing tier I technical support relating to personal computers and peripherals in classrooms and around the school.

**Sales Associate**                                              August 2018 - February 2019
Wayne Mazda | Wayne, NJ

I gained experience in sales as well as boosted my customer service skills immensely. In my time at Mazda, I sold somewhere between five to ten cars a month where I would deal with pressure to finish paperwork effectively and 100% correctly as well as sell myself and the dealership to the customer. I became very confident working with customers on a more intimate level to create a comfortable environment for both the customer as well as myself.

Key Accomplishments:
- At the age of 18, I was the youngest salesman in the dealership and helped Wayne Mazda maintain the title World's Largest Mazda dealership where we led the country in sales.
- Averaged just under 10 sales a month

Key Responsibilities:
- Performed hardware installation, troubleshooting, and repair.
- Strong working knowledge of virus removal techniques and anti-virus/spyware utilities.
- Utilized online ticketing system to keep track of issues that arise as well as urgency.

## ACTIVITIES

**The National Society of Leadership and Success**                    August 2021-Current
Recognition as an exemplary member student exceeding the criteria of the NSLS as well as the New Jersey Institute of Technology.

**Chaplain**                                                    January 2020 - May 2021
Beta Alpha Chapter of the Pi Kappa Phi Fraternity
- Responsible for facilitating all rituals and events related to the organization's associates.
- Responsible for teaching associate members the morals and values of the fraternity.
- Spent time at "Pi Kapp College", a leadership retreat where I received the opportunity to become an Ordained Chaplain.

## SKILLS & OTHERS

Windows|Windows Server|Linux|MacOS|Active Directory|JAMF|G-Suite|Networking|Python|