

# 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

**End User Support Admin**

September 2021 - Current

Caesars Digital | Jersey City, NJ

Initially brought onto William Hill, my team and I played a massive role in supporting the migration of William Hill US to the Caesars Digital Office 365 tenant. My responsibilities day to day generally include managing the System Now queue and building and shipping new hire laptops.

### Key Accomplishments:

- Pre-migration, I was tasked with prioritizing the ticket queue and worked us down from around 600 tickets to about 100. Tickets consist of things like password resets, access to services, assigning licenses, managing AD and O365 groups, and hardware requests.
- Introduced an onboarding process for Sportsbook new hires to ensure they have all access required on day 1. I host a meeting scheduled with the user and their manager to assist in accessing email and other services needed.
- Onboarded 139 users and counting since joining the team in September.
- Documented processes and procedures in Knowledge Base articles for specific aspects of the role such as password resets, building devices, or how to log out and back into Outlook for end users.

**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.

**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
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**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.

**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 |

