

Christophe Henry

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Objective

Seeking a fulfilling position as System Engineer, and support of all IT Needs, with a growing organization that offers growth opportunities, and allows me to utilize my skills, and experience.

SKILLS

Proficient in Computers software and hardware (Windows and Mac), Windows Server, VMware, Active Directory, Exchange, Mitel, ShoreTel, Barracuda Spam Firewall, Microsoft Office, Zendesk, Adobe Photoshop, Adobe Premiere, OSHA Officer, Fluent in French (birth language).

EXPERIENCE

Effortless Office / Center for Sight (IT) | Las Vegas, NV

Support Analyst / Head of IT

December 2018 - Present

- Providing technical assistance and support for issues related to computer systems, software, and hardware.
- Monitoring and troubleshooting Call Center's issues with VOIP (Mitel/ShoreTel).
- Maintain daily performance of computer systems, and run diagnostic programs to resolve problems.
- Install, modify, and repair computer hardware and software.
- Install computer peripherals for users such as Printers, Scanners.

Center for Sights | Las Vegas, NV

Optical Manager / Optician

August 2013 - December 2018

- Recruited and assured that all Opticians were fully trained and competent.
- Worked with labs to negotiate pricing, and servicing.
- Oversaw day-to-day operations.
- Billed insurances.

Vision Source | Washington, D.C.

Optician / Optometric Technician

September 2008 - August 2013

- Assisted patients with their eyewear selection.
- Billed insurances.
- Per-tested patients (Auto-refractor).
- Tested patients for glaucoma (GDX, Visual Field, Fundus Photography).
- Trained patients on how to insert and remove contact lenses.
- Edged lenses.

Harris Restaurant | Washington, D.C.

Manager / Server

June 2006 - September 2008

- Recruited and trained staff.
- Scheduled work hours and payroll for servers, and kitchen staff.
- Resolved customer complaints about food quality or service.

Grand Optical | Paris, France

Optician / Lab Technician

2003 - January 2006

- Assisted patients with their eyewear selection.
- Edged lenses and dispensed glasses, within 1hr.
- Billed insurances.
- Taught patients how to insert and remove contact lenses.

EDUCATION

French Literary Baccalaureat | Paris, France

1997