Craig Raymond

PHONE: (207) 577-7740 | **ADDRESS**: P.O. Box 75203; L.A., CA 90075 | **E-MAIL**: gtrwiz2k1@hotmail.com

Education
University of Maine Augusta   **2007 – 2012**
Bachelor's Degree, Jazz and Contemporary Music

Central Maine Community College   **2004 – 2006**
Associate's Degree, Information Technology

Certifications
NCR Home Depot POS Technician – *8/19/2015*
Blue Ribbon Technician – *8/08/2015*

Technical Summary
OS: Windows XP, 7, 8.1, 10, Mac OS
Hardware: Desktops, Laptops, Servers, POS Systems, Printers, Apple, Mobile phones, IP phone systems.
Software: VM, Citrix, Active Directory, PXE Boot imaging, Printer Logic, Office365, Office 2013, Office 2016, Office 365, AirWatch phone administration, Android Mobile Outlook, Windows Mobile platforms, DUO and Okta.
Remote Tools: Bomgar, RDP Client, Log Me In, TeamViewer, Join.Me, VNC, Casper (Mac), Screen Connect (Mac), SCCM, Computer Management, Zoom, Lync, Skype for Business 2016, Solarwinds GFI management dashboard, Datto RMM.
Ticketing: Service Now, Zendesk, Zinfandel Centrastage CSM

Professional Experience

Advanced Networks   **August 30, 2019 – April 17, 2020**
Network Engineer
- MSP management of various clients, as well as 3rd party vendors, supporting servers, data centers, hardware, software remotely as well as desk-side assistance as needed.

Tekborn   **February 2019 – June 2019**
Systems Engineer
- Assisting hotel or restaurant clients, as well as 3rd party vendors, supporting PMS or POS systems
- Maintaining printers (Thermals, Inkjet, LaserJet, copiers), as well as laptops or desktop workstations, on-site or remotely.
- Updates, repairs, Installs, upgrades, Office 365 admin, and AD management of Mac or Windows Clients.
- Hotels: Viceroy, Malibu Beach Inn, SIXTY Beverly Hills, Dream Hollywood, Hollywood Roosevelt, San Vicente Bungalows, Avra Restaurant, Mozza Restaurant, as needed; (Printer, WiFi, Computer) setups for Four Seasons Beverly Hills

Turner Techtronics   **September 2017 – February 2019**
Service Desk Agent
- Service Desk Agent servicing FOX Family Entertainment and FOX Network Group
- Top 5 service agent, completing 30 tickets while answering incoming calls.
- Communicating with VIP's, Executives and 3rd party vendors, supporting client needs.
- System administrator for clients repairs, configurations, installations, updates, upgrades and Active Directory.

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Uni-Point   **February 2017 – April 2017**
Computer Engineer
- Managed various company backup, virtual machines, Windows servers and networks by remote administration
- Created and maintained backups of customer data.
- Occasional on-site troubleshooting.
- Software installations, WSUS update services, client updates, Trend Micro business suite.
- Deployed new devices in office or relocate offices.

Eastern Maine Health-care Systems   **February 2016 – December 2016**
PC Technician – Contractor with Robert Half Technology
- Deployed, maintained, troubleshooted and repaired a variety of hardware equipment and resolve software-related issues
- Complete scheduled tasks and quickly solve issues related to projects and technical requests, as directed
- Adhere to hospital policies and procedures, followed documentation, and checklists to ensure efficiency, accuracy and consistency
- Tracked progress on assignments, analyzed workloads, to identify resource
- Deployed a mix of over 300 computers after imaging or terminals running iGel VM hosting Windows7
- Deployed and configured Avaya IP phones
- Built a server to create a remote connection between an imaging company and the hospital for secure transport of physician's x-ray scans; successfully testing software and connection between the hospital and vendor
- Created documents of procedures for all servers configured for department
- Created, built and configured PC's, connected to video walls and multiple monitors, created for the security staff in the hospital, connecting to over1400 cameras for security monitoring.

Field Solutions (Now called Field Nation)   **2004 – February 2016**
Independent Contractor
IT technical support for numerous enterprise, small business, and individual customers around Maine.

- Enterprise level roll-outs of new or replacement POS systems, printers and peripherals for various large department stores.
- Catalina software upgrade at Big Kmart and Hanaford Supermarket.
- Printer replacement and diagnostic at enterprise or consumer level.
- Hardware replacement or repair of consumer and enterprise computer systems.
- Direct TV installation and support.
- 'Acudose cabinet system': I was tasked with diagnosing, repairing and replacing parts of this medication dispensing machine.

The PC M.D.   **2004 – 2011**
Computer Systems Technician
- Build exchange servers, websites, desktop computers, networks, and windows media servers.
- Data restoration, data management, disaster data recovery, designed and built recording studio computers.
- Xbox 360 Service and repair.