**Christopher Summers**

**P:** (224) 293-2253 | **E:** csummers29@hotmail.com

**SUMMARY**

IT Professional with over 20 years of experience. Combining deep industry knowledge with experience in multiple environments, product launches, and content strategy. I excel at high-impact communications and maintaining healthy relationships across all touch points with regard to the industry. I have a knack for fully immersing myself and also great at taking direction and delivering skills that are asked. I am an extremely creative and quick at catching on to new skills.

**SKILLS & EXPERTISE**

All Windows OS • MacOS • Exchange Server 2003-2010, O365 • MS Office Suite • VEEAM • Active Directory • Multiple ticketing systems • Salesforce • JIRA • TPAM • ITIL • Networking Protocols • VPN • VMware • Bysoft7 • CAD • Bomgar • SCCM • Cisco Jabber

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| **E X P E R I E N C E** |

**Connection Schaumburg, IL August ’19 – April ‘21**

**Helpdesk Supervisor**

* Mentored and led level 1 & 2 technicians for Windows 10 / O365 migration project for OPTUM Healthcare.
* End user account administration via Active Directory and Citrix.
* Collaborated with all departments with tasks and projects when necessary including ongoing training and requirements.
* Performed time matrix reporting and monitor support calls for coaching points.
* Advanced troubleshooting in Windows 7/10 and O365 for project.
* Performed technical/product training for potential and existing customers.
* Field Technician support for multiple sites including time reporting.
* Provided performance reporting and conducted weekly and monthly status update meetings related to the project.
* Provided a high level of customer and technical support to end-user.
* Created and maintained documentation for software and project needs via Sharefile and OneNote.

**Bystronic Inc. Elgin, IL Nov ’18 – March ‘19**

**Applications Software Engineer**

* Listened to and understood customer requests in order to provide solutions.
* Collaborated with all departments with tasks and projects when necessary.
* Demonstrated the use of laser machinery within our showroom to potential and existing customers.
* Performed technical/product training for potential and existing customers.
* Traveled to customer sites to resolve application and software issues.
* Installed IP Webcams in machines to monitor progress and performance.
* Maintained documentation for software and networking of machines.

**Alight/Aon Hewitt Lincolnshire, IL Oct ’17 – Jan ‘18**

**Systems Analyst (CRS Group)**

* Service Connect Support Analyst providing third-tier support for the Customer Service Desktop applications within the Service Connect solution.
* Supported on-site software/hardware installations, upgrades, and related maintenance activity.
* Ensured SLAs were met or exceeded, managed the support queue, and identifying long-term remediation.
* Provided technical system design, process engineering, and/or project management for small issues.

**ALDI Inc.**

**IT Specialist Batavia, IL May ’15 – Oct ‘17**

* Maintained physical and virtual store servers via VMware and Remote desktop.
* Assisted other departments in identifying and resolving equipment and network issues.
* Supported various network elements, routers, servers, and switching equipment.
* Processed call protocol and determined reason for failure.
* Provided corporate and divisional support for internal personnel or external vendors.
* VMware 5.x-6.x implemented, installed, and supported hosts.
* Assisted with national and international projects, including documentation, training, and deployment.
* Maintenance of existing software, hardware solutions, Juniper and Enterasys switch configuration.
* Replaced / upgraded hardware such as Switches, WAN Optimizers, and Firewalls in server racks

**Kenmode Engineering Algonquin, IL March ’15 – April ‘15**

**Network Administrator**

* Cisco and Enterasys switch configuration along with Sonicwall firewall support.
* Supported Microsoft Office, Anti-Virus and Malware security software.
* Monitored network devices via NetSight, LanSweeper, and VMware support for virtual servers and pc.

**Nippon Express USA Des Plaines, IL May ’14 – February ‘15**

**Help Desk Analyst Level 3**

* Provided trouble-shooting services to end-users including software, hardware, network, printing, and e-mail, AS400 emulation software, Microsoft Office, Anti-Virus and Malware security software.
* AirWatch and VDI Support: Set up Wyse thin-client device converting PC to VDI.
* EUC administration for Windows and Lotus Notes.

**Orsini Healthcare Elk Grove, IL August ’12 - January ‘14**

**System / Network Administrator**

* Supported, configured, and maintained numerous network devices and various hardware brands.
* Supported mixed environment (Windows/MacOS) along with access points using various networking tools.
* Managed network installations: SNMP and HP for network connectivity to remote sites.
* AS400 administration setting up a multitude of different peripherals for pharmacy applications.
* Active Directory, Group Policy, SQL database administration
* Mobile device and Tablet application support (Blackberry Enterprise)
* Rebuilt dedicated fax server with Windows Server 2008r2 and Biscom Fax software.
* Maintained Cisco, HP switches, and Barracuda web filters and firewalls.
* Exchange 2007-2012 migration, implementing, integration, and support.
* Supported handheld Motorola scanners for warehouse applications.
* SCCM 2012 Refreshes, creation, customize, validation, and capture operating system deployment

**Wheels Inc. Des Plaines, IL March ’08- August ‘12**

**Help Desk Lead**

* Established policy, procedure, and standards for Help Desk.
* Repaired and reinstalled software for Windows, OS, and IOS devices.
* Supported on-site software/hardware installations, upgrades, and related maintenance activity.
* Active Directory and Bluecoat firewall administration, Group Policies, and Patch deployment.
* Disaster recovery via Ghost implementation procedures.
* Right Fax, Exchange Server, AS400, SQL database, and Lotus Notes 6 Administration.
* Cisco VPN Remote access, Laptop, and Mobile device (iPhone and Android) support.

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| **E D U C A T I O N** |

**William R. Harper College Palatine, IL 2000 - 2002**

**Certificates of Achievement:**

* PC Support Professional & A+ Certification
* MS Windows 2000 Network and Operating Essentials
* Implementing Microsoft Windows 2000 Professional and Server
* Implementing a Microsoft Windows 2000 Network Infrastructure
* Implementing and Administrating MS Windows 2000 Directory Services
* Implementing and Deploying Microsoft Office 2007 and Exchange
* Planning and Managing Windows 7 Desktop Deployment and Environments

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| **AFFILIATIONS** |

**Veteran** **United States Marine Corps** **1989 –1992**

**Camp Pendleton, CA**

* **Squad Leader** / Operation Desert Storm / Operation Desert Shield
* Honorable Discharge / Lance Corporal (E-3)

[Recommendations via LinkedIn](http://www.linkedin.com/in/christophersummers)

[LinkedIn Windows Server Assessment](https://www.linkedin.com/in/christophersummers/detail/assessments/Windows%20Server/report/)

[Indeed Tech Support Assessment](https://share.indeedassessments.com/attempts/995a9a9b60326cb2bb2c7ee3433b49c2eed53dc074545cb7)

[Indeed Technical support: Customer Situations](https://share.indeedassessments.com/attempts/ce31038509bfd71acd5fcea238ed9feeeed53dc074545cb7)

[Indeed Basic Computer Skills Assessment](https://share.indeedassessments.com/attempts/86ce87496b9c074a0f8a7e6041cbc1ceeed53dc074545cb7)

[Indeed Spreadsheets with Microsoft Excel Assessment](https://share.indeedassessments.com/attempts/d832629e290e6fe2917c4306e63c4eebeed53dc074545cb7)