**Christopher Summers**

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

**SUMMARY**

*IT Professional with 20+ years of experience in information technology. 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*

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

***Connection Schaumburg, IL August ’19 – Present***

***Helpdesk Supervisor***

* *Mentored and led level 1 & 2 technicians for Windows 10 migration project for OPTUM Healthcare.*
* *End user account administration via Active Directory and Citrix.*
* *Collaborated with all departments with tasks and projects when necessary.*
* *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.*
* *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 – implement/install and support 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 worked with 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 account permissions and 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***

***LAN Lead Technician***

* *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](https://www.linkedin.com/in/christophersummers?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3BZ4126%2BxURwi8wd5oaekO0g%3D%3D)

[LinkedIn Windows Server Assessment](https://www.linkedin.com/in/christophersummers/skills/report/Windows%20Server?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3Bde5sQM4FSXOIPInbsPCadQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-view_activity_details)

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

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