**Chris Huston**

San Francisco, Ca.

415-875-0809

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* Over 20 years of experience in the IT industry
* Administer, configure and deploy networks, firewalls, routers, hubs, printers, backup and desktops for business environments
* Build and deploy windows Ios linux environments
* Excel in all manner of troubleshooting
* Administer desktop environs

**Contract Experience -** Pfizer – Peak Systems; San Francisco, CA 1/2018-Present

* Manage and expedite service requests for 2 Pfizer locations in SF
* Perform hardware upgrades for Cisco and various wiring projects in Server room
* Trace faulty ports and wring, Maintain Conference room A/V; client desktop support
* Perform on-site visits weekly to provide an IT presence
* Provide remote support for clients off site

**Contract Experience -** Grand Rounds, LLP – Office IQ, San Francisco, CA 4/2017-8/2017

* Provided desktop support for 200 clients in an all Apple/Linux environment
* Performed upgrades to infrastructure such as Cisco router deployments, A/V Rms, etc.
* Troubleshoot network/connectivity on a daily basis
* Performed inventory maintenance and control for Engineering
* Worked with engineers to provide QA on the back end

**Contract Experience -** Pantheon Ventures – Atomic IT, San Francisco, CA 12/2016-4/2017

* Provided support to 40 clients in a windows environment
* Main office in London as well as all IT except myself
* Performed port/connectivity troubleshooting daily

**Help Desk Manager** - Evolve Discovery, Inc., San Francisco, CA 9/2011-3/2012

* Implemented, configured and managed Remedy help desk
* Created and implemented Acronis imaging system
* Trained and directed 2 new employees that worked directly under me to provide help desk service
* Provided weekly service desk reports to direct supervisor

**Contract Experience** - BoxIT, San Francisco, CA 6/2011-8/2011

* Performed IT consulting as an independent contractor for BoxIT supporting several companies in the San Francisco metro area
* Used Kerberos and other remote support software to monitor and maintain systems for over 100 companies remotely
* Performed on-site support at several companies when remote support was not an option

**IT Manager** - Dawson James Securities, Inc. – Boca Raton, Fl 3/2008 – 2/2010

* Solely administered all systems including 3 national field offices
* Expanded existing Windows 2003 Server environment from 3 to 8 servers including setup and configuration of 2 Windows 2008 Servers
* Administered, deployed and configured all Sonicwall Firewalls
* Administered Nortel Phone System including Callpilot
* Performed all technical troubleshooting on premises for all equipment
* Purchased all equipment for the company
* Assisted in compliance related matters including disaster recovery

**Owner** - Huston IT Consulting – Chicago, IL – 7/2001 – 7/2006

* Responsible for supporting 75 users in house, 20 in India and 10 in Israel for mid-sized collection agency.
* Administered 8 servers running windows 2000 server platform
* Responsible for creating and maintaining all user accounts in Active Directory
* Completed a wide variety of tech support for several companies
* Honored over 20 monthly service contracts for various business enterprises

**Senior Analyst** - Computerworks of Chicago – 3/2006 – 3/2007

* Senior analyst for the creators of Booklog, a national point of sale software system designed for bookstores
* Assisted a large customer base with software, hardware and networking issues through the phone, GotoAssist, PCAnywhere, and other help desk tools
* Created software images for larger clients, (Colleges and Universities) using Ghost and Acronis Suite
* Provided technical assistance to clients for all of their software and hardware needs

**Network Administrator** – ABN AMRO/LaSalle Bank – Chicago, IL – 4/1999 – 7/2001

* Responsible for supporting 400 users in a Windows NT environment
* Maintained workstation hardware and software
* Created and maintained user accounts in Active Directory
* Heavy proprietary software maintenance and troubleshooting

**Contract Experience** – American Express Financial Services – Chicago, IL – 10/1998 – 4/1999

* Built a companywide software backup system for the IT department using Ghost and WISE Packaging Suite.
* Planned and executed rollouts of new PCs to various departments within the company
* Performed third level troubleshooting when necessary

**Contract Experience**– Levi’s, Inc. – San Francisco, CA – 2/1998 – 10/1998

* Responsible for troubleshooting issues at clothing manufacturer’s international headquarters
* Maintained over 500 PCs and laptops for clients on a campus with four buildings
* Created and maintained network user accounts

**Contract Experience** – Charles Schwab, Inc. – San Francisco, CA – 8/1997 – 2/1998

* Responsible for troubleshooting and eliminating software and hardware issues
* Maintained over 300 PCs and laptops
* Maintained network user accounts utilizing Novell
* Planned and executed rollouts of new PCs
* Performed third level help desk duties.

**Senior Systems Analyst** - Océ, USA – Chicago, IL – 6/1996 – 7/1997

* Oversaw the creation, deployment and training of a national software rollout to all technicians in the United States
* Built new software images upgrading users from Windows 3.1 to Windows 95 using Ghost
* Incorporated new Reporting and Copier Diagnostics software compatible with Windows 95 and deployed the images to the field

**Education:** 1994 – 1997 - Northwestern University, SCS – Evanston, IL