**Christopher Balk**

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**COMPUTER SUPPORT TECHNICIAN**

Highly accomplished information technology professional with a diverse career leading the development, delivery, and support of complex computing solutions. Skilled in computer systems administration, integration, and problem solving. Adaptable in quickly changing technical environments with very strong analytical and organizational skills. Committed to building strong interdependent relationships between management, teams, partners and clients to support strategic business objectives and enhance overall organizational efficiency. Key Skills:

Computer Architecture Windows Linux

Virtualization Computer Networking Software Management

Troubleshooting Systems Administration IT Security

Active Directory Python Process Management

Customer Service Printers Microsoft Office

**EXPERIENCE**

**Boeing Company, Everett, Washington June 2014 - July 2020**

**Weight Operations Technical Analyst, Level 3**

Analyzed aircraft data to determine aircraft weight, balance, and performance metrics.

* Worked with complex database and CAD systems to obtain data for analysis.
* Developed Excel based Visual Basic applications to support aircraft flight load manifest, aircraft control surface balance, and equipment inventory data resulting in 10-20% efficiency improvements.
* Created technical documentation for the use of computing and software resources reducing training time for employees.
* Managed projects to support software application, process, and efficiency improvements.

**Silicon Mechanics; Bothell, Washington**

**Senior Production Technician October 2009 - June 2014**

Oversaw design, build, testing, support and improvement of high-performance enterprise servers, storage, hardware, and software solutions.

• Worked with customers to develop customized hardware and software solutions.

• Collaborated with coworkers to resolve complex troubleshooting issues and improve production efficiency.

• Developed and implemented testing infrastructure and procedures to reduce manufacturing time, cost, and errors.

**Helpdesk and Systems Administrator May 2008 - November 2011**

Maintained and managed IT infrastructure for 60 employee server integrator.

* Supported Windows and Linux workstations and servers, maintained network, security, and power distribution and backup systems.

• Created documentation outlining company processes and procedures to guide the training of employees.

• Managed hardware and infrastructure lifecycle projects to update hardware and software, increasing security and employee efficiency.

**Tier 2 Customer Support Technician June 2007 - October 2009**

Performed internal and on-site troubleshooting, repair, and documentation for over 12,000 customer owned servers.

• Used customer ticketing system to track customer issues, develop efficient paths to resolution, and provided documentation for future reference.

• Maintained knowledge of vendor supplied hardware and software to provide an exceptional experience for the customer.

**Northwest Systems and Hardware; Everett, Washington August 2006 - May 2007**

**Computer Support Technician**

Provided on site computer support and service for client base of over 400 private and business

customers.

• Continuously researched common hardware and software problems to quickly resolve customer issues.

* Worked with customers to understand issues and to become more informed users.

• Increased market share by developing better pricing strategies and broadening online presence.

**ADDITIONAL RELEVANT EXPERIENCE**

**Airline Transport Pilot October 1999 - June 2003**

Trans States Airlines; St. Louis, Missouri

**Desktop Support Technician Internship August 2005 - July 2006**

Volt Technical Resources; Tukwila, Washington

**EDUCATION**

**Bachelor of Science in Aeronautics - Aviation Science: Professional Pilot**

Parks College of Saint Louis University, Saint Louis, Missouri

**Associates in Technical Arts - Information Technology**

Everett Community College, Everett, Washington

**CERTIFICATIONS**

**Google IT Support Professional**

Coursera; online course

**University of Michigan Python Specialization**

Coursera; online course

**Project Management Fundamentals**

Boeing; Everett, Washington

**Computer Support Technician I and II**

Everett Community College; Everett, Washington