**Craig Ducharme**

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**425-327-5360**

**Summary**

Entrepreneur – Computer Concepts March 2017 – Present

Built and ran a S/M Business IT Support Business as an addition to the Retail Business of Computer Concepts.

Solution oriented IT Support Person with extensive experience in Remote Access Solution Providing and Support, Onsite Network Troubleshooting. Over 25 years of industry experience at Microsoft Corporation (1991-2017) building and operating Labs to facilitate the software development process.

**Achievements:**

Consolidated all Private Labs into a single Mega Lab to service Development and QA of Bing and Bing Maps, saving the company countless dollars in infrastructure and management of the private labs space. Driven by desire to provide excellent software and network infrastructure solutions to consumers.

Lead the buildout of the first Production Edge Computing environment to facilitate the rollout testing of Bing and Bing Maps in production.

Software Deployment and Configuration Experience: Zoho Assist, TeamViewer, Windows 10 Pro, Windows Server (2003-2019), Office 365, QuickBooks

Language Familiarity: C/C++, C#, SQL, Scope, PowerBi, CMD Script, PowerShell

**Entrepreneur – Computer Concepts March 2017 – Present**

Built and ran a S/M Business IT Support Business as an addition to the Retail Business of Computer Concepts.

**Principal Software Engineer and Data Scientist**

February 2015 – March 2017 Redmond, WA

#### Principal QA Manager - Azure

March 2012 – February 2015 Redmond, WA

More Details and References upon request