**Dwayne E. Crichlow**

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## PROFESSIONAL SUMMARY

Seeking a challenging IT position where I can leverage my 8+ years of experience in computer science, networking, and security to develop innovative solutions and solve complex problems. As a dedicated IT leader with expertise in CCNA, ITIL, CompTIA A+, and software development, I am committed to inspiring and exceeding expectations. I excel in proactively implementing updates and solutions with minimal downtime and skillfully troubleshooting technical and software issues for rapid resolutions.

## INFORMATION TECHNOLOGY COMPETENCIES

**Language**: Python, Ruby, HTML5, CSS, Javascript

**Operating Systems**: Windows, OSX, Android, iOS, Linux

**Networking**: Cisco Certified Network Associate (Routing and Switching)

**Security: CompTIA Security+**

**Software Development**: Certified CIW Web Foundations Associate

**Systems**: Axelos ITIL, CompTIA A+, DELL, Hewlett-Packard, Lenovo, Mac

## CERTIFICATIONS

Axelos ITIL, CompTIA A+, CompTIA Network+, , CCNA (Cisco Certified Network Associate), Linux Essentials, Certified CIW Site Development Associate, CompTIA Security+, CompTIA Security+, AWS Certified Cloud Practioner, Mac certified, Dell certified

## EDUCATION

* **Bachelor of Science, Network Operations and Security** August 2022

Western Governors University New Jersey, NJ

## PROFESSIONAL EXPERIENCE

Long Island University (Brooklyn, NY) April 2019 to Present

### Network Technical/Support Specialist

* Mapped and monitored network appliances, utilizing CCNA knowledge
* Reduced computer repair ticket volume by 8% through ITIL-based education and training
* Increased the availability of functioning Dell, Macintosh, and HP units by 20% through the creation and maintenance and repair scheduling for all University-issued devices
* Created Windows, Macintosh, and Linux deployment of custom OS images, allowing for a uniform OS installation on all University computers, leveraging expertise in Windows, OSX, and Linux
* Reduced wait time from 40 minutes to 22 minutes through efficient division of workloads and CompTIA A+ troubleshooting skills

Unisys (New York, NY) ­ February 2018 to April 2019

### DELL certified Technician

* Serviced DELL computers through meticulous diagnostics to ensure customer satisfaction, applying Dell certification knowledge
* Troubleshot DELL hardware to diagnose software and hardware-related issues using CompTIA A+ expertise
* Ordered and replaced parts for repairs as necessary, adhering to ITIL best practices

Micro Center (Brooklyn, NY) February 2015 to February 2017

### Assistant Manager

* Increased customer satisfaction by 12% (84% to 96%) through effective communication, ITIL principles, and by setting the proper expectations
* Extensive support of HP, DELL, desktops, laptops, printers, and scanners, leveraging hardware certifications, and CompTIA A+ knowledge
* Increased service attachment rate from 79% to 140% through the creation of activities meant to drive customers to the Knowledge Bar
* Designed and built personal desktop computers that matched clients' lifestyles using software development skills, including Python, Ruby, HTML5, CSS, and JavaScript
* Made computer hardware and software recommendations that met customer needs based on proficiency in Windows, OSX, Android, iOS, and Linux operating systems
* Maintained a tech shop completion rate of 60 repairs per week, 33% higher than required, by applying efficient workflow strategies

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