**Christopher Olson**

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**EXPERIENCE**

**Lead IT Support**  October 2017 - Present

CVS Health Distribution Center | Vero Beach, FL

Managed a large automated distribution center both in terms of process flow and production, as well as day to day maintenance and upkeep of over 300 connected devices and machines to our Active Directory. Functioned as System Administrator to the server, maintenance and creation of our thin clients and their configuration to the network. Resolved help desk tickets from employees, as well as assist management in finding new methods to grow the business from a technical standpoint.

Key Accomplishments:

* + Worked with my team and leadership to rebuild the department and processes for our business needs.
  + Produced several in-house applications and database systems to include Electron web-apps, C# local apps, and several Access and SQL databases.
  + Developed the working configuration image used on all of our thin clients in the facility.
  + Created a clock-in application for CVS that is used in Florida and Texas
  + Oversaw facility Server Migration from Windows 2012 to Windows Server 2019.
  + CVS Liaison to Witron Software developers. Collaboration with Witron to create new software features.

**Rx Production & Inventory Control**  July. 2016 - October. 2017

CVS Health Distribution Center Vero Beach, FL

* + Inventory Control through our logistics software to find and resolve outstanding product shrink.
  + Deep dive research and pattern recognition to determine root cause of missing or overage product.

**Store Manager** December 2012 - July 2016

Serta Mattress | Vero Beach , FL

* + Led team through planning sales, marketing, and P&L for a small business.
  + Responsible for training employees in sales techniques.

**Intelligence Analyst** 2003 - 2004

United States Army |Ft.Huachua, AZ

Trained in understanding patterns, databases, and maps in relation to incoming information. Use this information and analysis to help develop plan of action given to leadership. Possessed a Top-Secret clearance.

* + Map Reading & Creation | Database Creation and Upkeep | Low Error-Tolerance Environment

**EDUCATION**

**Indian River State College** | Bachelor of Science in Cyber Security May 2021

* *Certifications:* Database Management, Programming Specialist, Help Desk Specialist

**SKILLS**

WAN, LAN, VPN, TCP/IP, DNS, VLANS | Windows | Windows Server |Linux(Fedora)| Networking |HTML|SQL| C#|VBA|JS|HTML|CSS | Excel | Access | SharePoint | Active Directory | Virtual Machines | Oracle