



Guy Thierry Charles

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Professional Summary

Proactive and caring worker with over a decade of IT experience combined with good communication and observation skills. Willing to contribute to the team's success through productive work, attention to detail, and excellent organizational skills. Skillfully manages day-to-day activities while seeking opportunities to learn and make a difference.

Skills

- Troubleshooting computer (PC & laptop)
- Troubleshooting networking devices & Printers
- Skilled in programming languages (HTML, CSS, JavaScript, Python, & C++)
- Management of Productivity applications services (Microsoft Office 365)
- Good verbal and written communication
- Fluent in English, French, & Haitian Creole

Work History

Technical Support Associate

09/2022 - Current | Research Foundation of CUNY

- Creation of the daily report and ticket system.
- Configuration of new devices such as computers, iPads, printers, scanners, smart boards, cameras, and projectors.
- Troubleshoot and repair hardware and software issues by phone, chat, email, or face-to-face.
- Maintain classroom technology equipment and ensure timely repair of broken equipment.
- Provide professional and in-depth assistance to staff for the use of technological equipment.

Help Desk Support / Youth Counselor

08/2018 - 09/2022 | Millennium Development, Brooklyn, NY

- Tutored basics of computer components and introduction to coding (HTML, CSS).
- Provided daily support service for over 50 computers and printers.
- Reduced devices downtime by 30% by planning and performing regular maintenance.

IT Support Tier 2

01/2013 - 05/2016 | Unibank S.A. (Haiti)

- Diagnosed and resolved 75+ computer and printer weekly problems in all branches.
- Installed 300+ new PC workstations and laptops with Windows 10 and MS Office 365.
- Performed 50+ successful hardware and software repairs and swaps per week.
- Resolved 15+ tickets per day through efficient triaging of problems.
- Remotely assisted employees in resolving computer and network issues.
- Configured and managed users in active directory servers.

Education

Bachelor of Science in Web Design & Development

Expected 2025 | Champlain College, Burlington, VT

Associate of Applied Science in Computer Information Systems

06/2022 | Kingsborough Community College, Brooklyn, NY

Associate of Science in Information Technology

12/2009 | St. Gerard University, Port-au-Prince, Haiti

Certification

- TestOut Pc Pro Certified 2020 - Present

Honors and Awards

- Champlain College President's List 2023 - Present
- Champlain College Trustees' List 2023 - Present
- Phi Theta Kappa Honor Society 2022 - Present
- National Society of Leadership and Success 2020 - Present
- KBCC Dean's List 2020 - 2022