



## GUY THIERRY CHARLES

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### Professional Summary

Proactive and caring worker with over a decade of 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