

Guy Thierry Charles

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Professional Summary

Proactive and results-oriented IT professional with over a decade of experience, demonstrating strong communication and observation skills. Adept at contributing to team success through meticulous work, attention to detail, and exceptional organizational skills. Expertly manages day-to-day activities while continuously seeking opportunities to learn and make impactful contributions.

Skills

- Troubleshooting PCs, laptops, mobile devices, network devices and printers
- Proficient in various programming languages, including HTML, CSS, JavaScript, PHP, Python, Java and C++
- Skilled in managing productivity applications Services, including Google Workspace, Microsoft Office 365, and Slack
- Good verbal and written communication
- Fluent in English, French, & Haitian Creole

Work History

Technical Support Associate

09/2022 - Current | Research Foundation of CUNY

- Created and maintained the internal daily report and ticket system, streamlining issue tracking and resolution.
- Configured and deployed new devices, enhancing staff productivity with up-to-date technology.
- Diagnosed and resolved hardware and software issues, improving system reliability and user satisfaction.
- Provided comprehensive support to staff, ensuring effective and efficient use of new and existing technological resources, improving productivity, and reducing downtime.

Help Desk Support / Youth Counselor

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

- Mentored participants in computer fundamentals and basic programming languages, cultivating their technical skills and sparking their interest in technology.
- Delivered daily IT support for over 50 devices, ensuring continuous operation and user efficiency.
- Implemented a preventive maintenance schedule that reduced device downtime by 30%, optimizing resource availability.

IT Support Specialist

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

- Deployed over 500 new workstations annually with Windows 10 and MS Office 365, significantly modernizing the bank's IT infrastructure.

- Successfully deployed 1,200 new workstations for the UNIBANK Tout Kote project as lead project technician.
- Performed and resolved over 75 weekly hardware and software troubleshooting on various devices (computers, mobile devices, printers), maintaining optimal system performance and seamless operations across all branches.
- Managed an average of 20 tickets daily, improving issue resolution times and user satisfaction.
- Provided remote support for network, software, and application issues, ensuring timely and effective problem resolution.
- Configured and managed user accounts and permissions in Active Directory servers, ensuring secure and efficient access control.

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

Certifications

TestOut Pc Pro Certified (2020 – Present)

Honors

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)