Guy Thierry Charles

Address: Matthews, NC 28105 **Phone number:** 917-342-5599
Email address: guythierrycharles@gmail.com
LinkedIn: http://linkedin.com/in/guy-thierry-charles-986bb167
Portfolio: https://guytcharles.github.io/portfolio/

Profile

Dynamic IT professional experienced in troubleshooting and deploying large-scale IT equipment, efficiently resolving critical issues, and optimizing operations through documentation, collaboration, and multilingual communication. Successfully developed many web apps, including a virtual healthcare platform and an AI-powered study planner.

Technical & Soft Skills

HTML, CSS, JavaScript, PHP, Python, C++

Problem-Solving, Collaboration, Adaptability

Bootstrap, Weebly, Balsamiq, Figma

Fluent in English, French, and Haitian Creole

Work History

07/2024 – present
Oceanside, NY

IT Support: Epic Readiness Technician
Mount Sinai South Nassau Hospital
- Resolved critical CrowdStrike Blue Screen of Death.
- Conducted detailed hardware inventories; managed IP addresses, hostnames, and network locations.
- Deployed new hardware, performed system tests, and managed Active Directory.
- Utilized ServiceNow for incident tracking, ensuring SLA adherence.

09/2022 – 07/2024
New York, NY

IT Support Associate
Research Foundation of CUNY
- Managed ServiceNow for incident tracking, ensuring SLA adherence.
- Diagnosed and resolved hardware/software issues, significantly reducing downtime.
- Configured and deployed updated devices, enhancing user productivity.

08/2018 – 09/2022
Brooklyn, NY

IT Support Technician / Youth Counselor
Millennium Development
- Provided technical mentoring in computing fundamentals and programming.
- Managed daily IT operations for 50+ devices; implemented preventive maintenance reducing downtime by 30%.

Education

08/2022 – 05/2025
Burlington, VT

Web Design & Development | Bachelor of Science
Champlain College
President and Trustees Lists
Summa Cum Laude / GPA: 4.00

09/2019 – 06/2022
Brooklyn, NY

Computer Information Systems | Associate of Applied Science
Kingsborough Community College
Summa Cum Laude / GPA: 3.91

09/2007 – 12/2009
Port-au-Prince, HT

Information Technology | Associate of Science
St. Gerard University