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

Epic Readiness Hardware Technician
Contract: 07/2024 - Current | Mount Sinai South Nassau Hospital, Oceanside, NY

- Assisted in resolving the CrowdStrike Blue Screen of Death issue, restoring service to the hospital and its branches.
- Conducted comprehensive hardware asset inventory, documenting devices like PCs, monitors, printers, and scanners using Excel and floor plan software.
- Collected and recorded IP addresses, hostnames, and network jack locations across hospital and ambulatory sites.
- Assisted in deploying new hardware, including imaging and configuring workstations, laptops, and tablets.
- Supported hardware swaps, system testing, and troubleshooting login issues.
- Collaborated with project teams and internal IT, Epic Tech, and network infrastructure teams to ensure a smooth transition from Allscripts to Epic.
- Demonstrated strong communication, time management, and organizational skills, ensuring detailed documentation and adherence to project timelines.

Technical Support Associate
09/2022 - 09/2024 | Research Foundation of CUNY, New York, NY

- Developed and managed a daily reporting system and ticketing platform leveraging Google Workspace tools and an inventory system (FileMaker Pro), optimizing issue tracking and resolution processes.
- 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., Port-au-Prince, HT

- Successfully configured and 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 05/2025 | 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, HT

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)*