

# Guy Thierry Charles

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## Professional Summary

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

## Skills

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- Troubleshooting PCs, laptops, mobile devices, network devices and printers
- Proficient in HTML, CSS, JavaScript, PHP, Python, Java, C++, Bootstrap, Weebly, Balsamiq and Figma wireframe platforms
- 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

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### 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.
- Assisting in deploying new hardware, including imaging and configuring workstations, laptops, and tablets / iPads.
- Supporting hardware swaps, system testing, and troubleshooting login issues.
- Collaborating with project teams and internal IT, Epic Tech, and network infrastructure teams to ensure a smooth transition from Allscripts to Epic.
- Managing Active Directory tasks, including managing domains and group memberships, protecting domain controllers, adding descriptions to objects, adjusting default security settings, decluttering, and scanning for vulnerabilities.
- Utilizing asset management web applications to track, manage, and monitor physical and digital assets.
- Working with the ServiceNow ticketing system to track incidents, change requests, and IT service management tasks, ensuring timely resolution and SLA adherence.
- Demonstrating 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 1000 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 100 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 25 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

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### 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

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TestOut Pc Pro Certified (2020 – Present)

## Honors

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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)*