**CHRISTOPHER GOODWIN**

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**HELP DESK**  
  
Talented IT help desk coordinator with customer service background focused on providing superb support and administration.

**EXPERTISE:**

|  |  |
| --- | --- |
| * Windows XP/7/8/10 Environments * Microsoft Office 2010,2013,365 * Systems Installation, Configuration & Upgrading * User training and Support | * Active Directory * Sysaid ITSM * Remote Tools * LAN/WAN/VPN * WDS Deployment Process |

**TECHNOLOGY SUMMARY:**

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| --- | --- |
| SOFTWARE: | Windows 7/8/8.1/10, Microsoft Office 2010/2013/365, Trend Micro Antivirus, Remote Desktop, Forticlient VPN, Windows Deployment Server, PXE Booting, Teamviewer, Sage ERP, Active Directory, Windows Server 2008, VMware, Linux, Avaya Phone System, RHINO Auto CAD, Adobe Photoshop & Illustrator, Crystal Reports, Webex, Lync/Skype For Business, Salesforce |
| HARDWARE: | Printers, Projectors, Smart Board, Tablet/iPad, Mobile Devices (Andorid & iPhone), Motherboards, Video & Sound Cards, Monitors, RAM, RAID Configurations, IDE/SCSI Hard Drives & other devices, Scanners |

**PROFESSIONAL EXPERIENCE**  
  
**IT Help Desk Coordinator**, 03/15/2015-Current

*TIC Gums* – White Marsh, MD

Responsible for being first point of contact to configure, troubleshoot and provide support to end users regarding a variety of issues. Identified, researched, and resolved hardware and software problems. Documented, tracked and monitored problems to ensure a timely resolution. Proactively engaging in PC rebuilds, set ups, and installations. Maintaining, analyzing, troubleshooting, and repairing desktop\laptop systems, printers, phones, faxes and other hardware.

***Accomplishment Highlights:***

* Configured and installed Windows Deployment Services for rapid deployment of desktop and laptop workstations.
* Utilized ITSM tool Sysaid to start an inventory of IT related assets to provide budget allocation justification.
* Migrated company to Office 365 which included mail migration, tenant setup, and end user training.
* Created a SharePoint document repository for all legacy system information, configuration, and associated processes.

**Intern** University of Maryland Medical System: Orthopedics

05/19/2011- 12/2014

Converted paper medical records to electronic data, conforming to HIPAA regulations and entering/modifying various data input.

***Accomplishment Highlights:***

* Converted 10 years of medical charts into HIPPA conforming electronic charts.
* Organized and converted x-ray scans to digital media.

**EXPERIENCE**

* Utilized Sysaid IT Service Management tool to prioritize and organize incidents and requests into tickets, track service times, user profiles and documentation regarding fixes and procedures.
* Responsible for automating computer/laptop deployment and imaging process decreasing turnaround time of new equipment significantly.
* Programming Experience- Java, SQL, HTML, CSS and C++ languages.
* Cultural Experience- Strong skills in the Spanish Foreign Language, minor taken at University level, vast experience in workplace. Conversational and proficient in writing.
* Interface Design Experience-Analyzing interface design for usability testing and improvement, focus on design for disabilities and 508 compliance.
* Networking Experience- Course taken in basic networking and routing principles modeled after a CCNA certification.
* Customer Service training in hospitality industry, catered to high end clientele providing food and bar service at upscale restaurants.

**EDUCATION & TRAINING**  
  
**Towson University**

8000 York Road, Towson, MD 21252  
**Computer Information Systems Bachelor’s Degree**

*Spanish Language Minor*

Major GPA: 3.5/4.0

* Dean’s List Fall 2012, Spring 2014, Fall 2015