CHRISTOPHER PIROLLI

Dedicated IT Professional with a strong foundation in network security, risk assessment, and Incident Response. Seeking to leverage analytical skills and hands-on training to protect organizational assets and ensure data integrity.

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EXPERIENCE

Solutions Engineer

PCH Technologies 06/2024 - Present Sewell, NJ

· Engineered and maintained complex IT solutions for 125+ client domains, including On-Premises, Azure, and AWS environments, optimizing system performance and scalability to meet client needs.
· Led the design, deployment, and maintenance of networking solutions using equipment from leading manufacturers (Cisco Meraki, SonicWALL, Fortinet, Ubiquiti), ensuring high availability and minimal downtime for client operations.
· Configured and managed spam filtering solutions, enhancing email security and ensuring compliance for 500+ end users, leveraging platforms like Inky Phish Fence to bolster organizational defenses.
· Managed infrastructure patching, Datto RMM solutions, and Disaster Recovery Tests, ensuring reliable backups and rapid recovery options for clients on both SaaS and Virtualization platforms.
· Collaborated with clients to design and implement customized solutions, including VoIP systems, Cloud Integrations (via SharePoint), and email migration to cloud services like Microsoft 365.
· Act as a trusted advisor to clients, translating technical requirements into scalable, cost-effective solutions while providing exceptional support for ongoing projects and system optimizations.

Help Desk Engineer

PCH Technologies 11/2022 - 06/2024 Sewell, NJ

· Assist over 125 organizations with PC, Mac, and mobile device troubleshooting by phone, email, or on-site requests
· Work within Autotask software to complete required Help desk tickets and requests
· Set up new workstations to employer standards as well as recycle previously used equipment by installing Windows images where needed
· Proactively identify and remediate hardware issues from alerts to reduce overall tickets received by 15% over weekly intervals
· Provide upwards of 98% customer satisfaction ratings during my time as a Help Desk Engineer

IT Technician/Lead

PCS, LLC 09/2021 - 11/2022 Mt. Holly, NJ

· Assist end-users through Connectwise Ticketing software, efficiently resolving 10-15 tickets daily and ensuring 95% or greater client satisfaction ratings over weekly reporting periods
· Provide effective support for client specific applications, new user on-boarding, Active Directory management for on-going business operation
· Focus on thorough documentaion for 80+ client domains within ITGlue for successful client support 24/7
· Participated in over 5 Incident Response engagements in response to cyber-attacks with critical incident response team
· Design numerous scripts within Powershell to help automate various day-to-day tasks such as user configuration and system reporting

EDUCATION

Bachelor's Degree in Cybersecurity

University of Phoenix 04/2020 - 08/2023

Associates of Applied Sciences Gloucester

County College 05/2010 - 05/2012

CERTIFICATIONS

CompTIA Security+
Cisco Meraki Network Associate

TOP SKILLS

Active Directory   VoIP   Azure   Cisco

Cisco meraki   Cybersecurity

Disaster Recovery   Esxi   Firewall

Hyper-V   ICloud   Linux

Microsoft 365   Microsoft Azure   Raid

Routing   Security Operations

SharePoint   Ubiquiti   Windows Server

VMWare   VMware ESXi   Windows

Hard Skills

Analytical Skills
Strong ability to analyze complex situations and data to derive meaningful insights.

Network Security
Solid foundation in maintaining and enhancing security protocols within network infrastructures.

Incident Response
Proven track record of responding to Cybersecurity incidents to mitigate risks and protect assets.

Risk Assessment
Skilled at evaluating and identifying potential risks to develop strategies for risk mitigation

Soft Skills

Relationship Building
Personable and friendly helping me to easily connect with clients and colleagues, creating positive professional relationships.

Problem-Solving
Thoroughly enjoys new challenges and approaching issues with a positive, solution-focused mindset.

Adaptable
Upbeat attitude and willingness to take on new challenges show that I can quickly adjust to changing environments and evolving client needs.

Dependability
Dedicated and trustworthy, while consistently follow through on commitments and can be relied upon to deliver the highest quality work on time, earning the confidence of my team and customers.