

CHRISTOPHER MAIR

Managed IT Service Desk Team Leader

☎ 443 799-2271

@ chrismair3@gmail.com

🌐 www.linkedin.com/in/ChrisMair25

📍 Parkville MD

SUMMARY

A highly motivated and self-driven IT Professional with years of experience seeking the opportunity to secure a challenging position with a reputable organization.

EXPERIENCE

01/2022 - Present

Cockeysville MD

Service Desk Team Leader

Advance Business Systems

- Manage and develop 10+ Service Desk employees
- Schedule and coordinate monthly individual meetings with direct reports
- Coordinate and update incident response plan with security team
- Plan and facilitate various initiatives within the Service Desk
- Serve as primary point of contact during escalated scenarios
- Monitor and managed various service desk metrics to maintain efficiency
- Generate and prepare monthly Service Desk efficiency reports

12/2020 - 01/2022

Cockeysville MD

Service Desk Technician II

Advance Business Systems

- Served as primary escalation point for Service Desk team
- Managed workstations- Windows 10, 11, Mac OS
- Managed servers (VMware, HyperV, Azure)
- Managed Active Directory (On Prem and Azure)
- Communicated with phone and application vendors
- Lead team projects and initiatives

10/2019 - 12/2020

Cockeysville MD

Service Desk Technician I

Advance Business Systems

- Managed workstations- Windows 10, 11, Mac OS
- Communicated with phone and application vendors
- Gained experience managing users and computers in an On-Premise Active Directory environment
- Gained experience managing users and computers in an Azure AD cloud environment
- Troubleshooted Virtual and physical servers running Server 2012, 2016, and 2019

08/2017 - 10/2019

Cockeysville MD

Field Service Technician

Advance Business Systems

- Organized and scheduled meetings within company
- Maintained strong communication chains between departments
- Assisted in maintaining strong customer relationships through solid customer service
- Provided Software and Hardware support for all support devices
- Gained networking and systems experience through the relationships with other support tiers

01/2016 - 01/2017

Towson MD

Service Associate

Sherwin Williams

- Managed orders and requests from commercial and walk-in patrons
- Arranged large orders from local warehouses and prepared scheduled deliveries
- Provided superior communication and customer service

08/2010 - 05/2015

Towson MD

Service Coach

Oak Crest Village

- Lead service staff and managed daily operations in a fast paced environment
- Certified Guest Service Professional (Certified May 2014)
- Maintained a positive and safe working atmosphere
- Responsible for preparing daily reports and resident feedback for management

EDUCATION

05/2024

Bachelor's in Computer Science

University of Maryland Global Campus

SKILLS

Computer Languages (C++ Java Python HTML JavaScript)				Azure	Azure Active Directory			DNS
Virtualization (Azure VMWare Hyper-V)			Operating Systems(Windows 10/11 Windows Server Mac Linux)					
Microsoft 365	Google Workspace		SQL	Network Security		Network Administration		Server Administration
iOS/Andriod	Documentation	Cybersecurity	Help Desk	ERP	CRM	Printing/Scanning		VoIP

STRENGTHS

- **Communication**
Professional verbal and written communication
- **Problem Solving**
Able to quickly and efficiently solve problems
- **Management**
Experience managing employees, initiatives, and projects
- **Customer Service**
Years of customer service experience
- **Multitasking**
Able to prioritize and conquer tasks
- **Adaptability**
Able to shift focus when able

CERTIFICATION

Windows Modern Desktop (2020)

Microsoft

Guest Service Professional (2014)

American Hotel & Lodging Educational Institute

VOLUNTEERING

Board Member

Community College of Baltimore County

📅 2022 - Present

Participate and collaborate in meetings/presentations as a member of the IT Advisory Board.

Volunteer

Blue Water Baltimore

📅 2021 - Present

Prepare landscaping and plant trees across various neighborhoods in the Baltimore area

Volunteer

Believe in Tomorrow Children's Foundation

📅 2020 - Present

Prepape and provide IT assistance during charity events