

# Chad Karon

Desktop Support Technician

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## EXPERIENCE

### McGraw Hill, Red Bank, NJ — *Desktop Support Technician*

January 2022 - Present (Achieve3000 acquired by McGraw Hill)

Support and troubleshoot issues with various hardware and software for McGraw Hill and its internal employees. Work in an active service desk and take calls pertaining to technical issues with employee's devices and accounts. Assign applications in the Okta admin center.

### Achieve3000, Red Bank, NJ — *Desktop Support Technician*

May 2020 - Dec 2021

Support and troubleshoot issues with various hardware and software for Achieve3000 and its internal employees. Make use of Windows Active Directory and Powershell to add or edit users. Manage and support user's accounts in programs and program suites like Office365, Slack, Zoom, Ring Central, Adobe, CrashPlan etc. Manage and support user accounts in services like AzureAD, Active Directory, Verizon, Cisco Meraki, etc. Make use of ticketing and issue tracking software like Salesforce and Jira. Set up and deploy equipment using MDT and WDS as well as maintain inventory.

### Achieve3000, Red Bank, NJ — *Manual Rostering Specialist*

November 2017 - May 2020 (Temp from June 2017 to November 2017 through Spherion)

Work in a team of specialists with the manual rostering of students within the program. Used tools like Microsoft Office and Salesforce to communicate with customers and upload student data to a database. Created various Excel scripts to help with day to day tasks. Assists the ESR tableau team with reports distribution.

### My Box Gaming LLC, Henderson, NV — *Software Programmer*

July 2016 - October 2016

Developed a prototype for a new casino game using the Phaser framework, Node.js, MongoDB and Websockets

## OBJECTIVE

To acquire a full-time position at a tech company where I can grow and continue to learn new technologies.

Willing to relocate

## SKILLS

Active Directory  
Windows Powershell  
Office365  
Microsoft Exchange  
Group Policy  
Okta  
Jira  
Cisco Meraki  
Service Now  
MDT  
WDS  
Verizon  
AzureAD  
Salesforce  
Ring Central  
Zoom

## LANGUAGES

Powershell  
Javascript  
HTML  
JSON

## PROJECTS

### Self Hosted Server (Name Pending) — *Personal project*

Recently acquired an old server that I am turning into a home lab to learn and grow my skills. My plan is to run some type of type 1 hypervisor or similar, looking at VMware ESXI, TrueNAS or Unraid, and create VMs for whatever I would need. I host a modded Minecraft and a file server on a couple Raspberry PIs that I would like to migrate over. I have been learning a lot throughout the process and I am excited to learn more.

### Take It Or Leave It — *Tournament style casino card game*

A card game based on poker. I created the initial prototype, more specifically, I created a very basic back end with a database, created the initial main game loop as well as game states and menus. - [tioli.herokuapp.com](https://tioli.herokuapp.com)

### Bloxeo — *Idea brainstorming web app*

For an entire semester, my contribution was in back-end server development along with 5 others as a part of a larger team of 21 students. The server was created using Node.js, Express, Mongoose/MongoDB, Socket.io, Redis and Heroku

### Chuters— *Casual Game*

An endless game where the player has to land a soldier on a target without getting shot by tanks. In a team of two, my contribution was mostly gameplay regarding the tanks and the landing zone as well as programming the animations to play from a spritesheet.

## EDUCATION

### Rochester Institute of Technology, Rochester, NY— *BS in Game Design and Development*

December 2016

### Brookdale Community College, Lincroft, NJ

## CERTIFICATIONS

CompTIA A+ — Dec. 19 2021



HDI Desktop Advanced Support Technician — June. 28 2022

