

CHRISTOPHER SERGIO GAROLFI

Information Technology Specialist

Core Skills

- System Administration
- Cyber Security
- Training
- Technical Document Production
- Android Studio
- App Development
- Py, HTML, CSS, JS
- Computer Repair
- Computer Networking
- Cellular Networking
- Help Desk Support
- Technical Support
- Customer Support
- Microsoft Azure
- Windows Server
- Active Directory
- Mobile Device Management
- Win, Mac & Linux
- Data Management and Recovery
- Package and Software Management
- Virtual Machine Management
- Salesforce
- Zendesk
- Google Office Suite
- Office 365
- Open Office
- Adobe
- Photoshop
- Audition
- Animate
- Dreamweaver

Education

Google

2023 - 2024

Google IT Support Professional Certificate

-A program focused on Computer Networking, System Administration, Cyber Security, and Computer Architecture.

Conestoga College

-Kitchener Campus
2009 - 2010

Communication Design Program

-A program focused on the production of corporate material such as web, market-campaign, training and internal document design.

Experience

Apple Computers

Remote
2023 - 2024

Remote Technical Support Agent

-Technical Support for all iOS devices, the Apple-Watch, Air-Pods, Macintosh computers, iCloud services and more.

Affirm/ BGO

Newmarket
2021 - 2023

Remote Call Centre Trainer/ Agent

-NewHire Training on PayBright and Affirm loans using Salesforce and Zendesk.
-Authored tools such as: Paybright Call Tool, Paybright Email Generator, and Paybright Note Tool.

Industrial Breakdown Couriers

Scarborough
2016 - 2017

In House System Administrator / Agent

- Provided the sole System-Admin services for a small, 7-person delivery company with a fleet of phones. Hired as a CSR with the intention to move me into System Admin, I accepted this opportunity to teach myself the role of Admin, on-the-job. -Help Desk -Web Design -MDM

S&R Engineering

Brampton
2010 - 2019

Computer Repair/ Shop-Hand

-Machining parts to exact specifications.
-Construction/repair of industrial magnets.
-Repair and Construction of computers responsible for operating heavy machinery.

Rogers Communications

Kitchener/Toronto
2008 - 2010
2017 - 2019

Call-Centre Agent

-Support for Billing, Wireless, Cable Internet, Cable Television and Home-Phone.