

# Cole Pratte

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## EDUCATION

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Newington High School

Newington, CT  
2018

## PROFESSIONAL EXPERIENCE

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### CTComp, Inc.

*System Engineer*

Plantsville, CT  
2022– present

Provide hundreds of clients with IT services such as IaaS, SaaS, DR, and more.

#### RDS Server Upgrade

- Configured new RDP management and session host server with needed apps and services
- Set up RD gateway so devices outside of the network can connect securely

#### DUO Multi-Factor Integration

- Deployed DUO proxies and configured GPO to push DUO for Windows installations to all workstations in the domain
- Created procedures to follow for new users as well as documentation to make the turnover smooth for existing ones

#### New Client On-Boarding

- Documented current policies and procedures in place and how to integrate into our policies
- Gained access of management systems from past IT provider and updated all information to ours
- Created new procedures for monitoring, supporting, and deploying systems to the needs of the client

### Global Help Desk Services

*Help Desk Analyst*

Rocky Hill, CT  
2021– 2022

Level one help desk that provides low level IT support for thousands of end users spread across multiple companies.

#### Artisan Design Group Data Center Migration

- Led my team in the migration of our biggest client while they switched from Vayu to TPX
- Managed the support of over 3,000 end-users while making sure our other clients stayed supported
- Created procedures and policies to ensure effective troubleshooting by all agents

#### On/Off-Boarding Lead

- Oversaw the training of new hires and documentation of the on/off-boarding process
- Ensured timely and accurate creation/termination of all user accounts by documenting structured procedures to follow
- Collaborated with other IT personnel to adapt and improve current procedures and policies for the changing needs of our users

### Golfers' Warehouse

*Salesman/Repair Tech*

Hartford, CT  
2016-2021

Golf Outfitter servicing golfers all over New England. Specialized in club fitting and sales as well as club repair.

- Recognized as a top salesman in the company for three years

## VOLUNTEER EXPERIENCE

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### ORGANIZATION A

*Volunteer System Builder*

Trumbull, CT  
2020-2023

- Grant kids' wishes by configuring and installing various Windows machines, peripherals, and software

## ADDITIONAL SKILLS

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- HTML, CSS, JavaScript
- Proficient in Microsoft Server Systems (RDS, Exchange, Azure, etc.)
- Windows, MacOS System Support and Configuration
- 365 Administrator
- Excellent interpersonal skills with end users of all technological backgrounds while deploying/supporting new Apps/Systems
- Over 8 years in building and configuring variously purposed Windows Systems
- Skilled with remote support tools, (LogMeIn, Citrix, TeamViewer, Kaseya, Windows RDP)