Cole Pratte

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EDUCATION

Newington High School   Newington, CT
2018

Microsoft Office Certification   *2018*

PROFESSIONAL EXPERIENCE

Global Help Desk Services   Rocky Hill, CT
Help Desk Analyst   *2021– 2022*

Managed Service Provider that provides a wide array of 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 Viyu to TPX
- Managed the support of over 3,000 end-users while making sure our other clients stayed protected
- Constructed procedures and policies to ensure effective troubleshooting by all agents

On/Off-Boarding Lead
- Oversee the training of new hires and documentation on the on/off-boarding process
- Ensure timely and accurate creation/termination of all user accounts by documenting structured procedures to follow
- Collaborate with other IT personnel to adapt and improve current procedures and policies for the changing needs of our users

Golfers' Warehouse   Hartford, CT
Salesman/Repair Tech   *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
- Depended on for recruiting and training quality salesman, to ensure customer satisfaction on every visit

VOLUNTEER EXPERIENCE

ORGANIZATION A   Trumbull, CT
Volunteer System Builder   *2020-Present*

- Grant kids' wishes by configuring and installing various Windows machines, peripherals, and software
- Train new volunteers on how to configure machines part by part for their various purposes

ADDITIONAL SKILLS

- Proficient in Microsoft Server Systems (Active Directory, Exchange, Azure)
- Proficient in Windows MacOS System Support and Configuration
- Skilled with use of Office Portal Admin
- Excellent interpersonal skills with end users of all technological backgrounds while deploying/supporting new Apps/Systems
- Point of Sale hardware/software (Retail Pro, Squirrel POS, NCR Aloha)
- Over 8 years in building and configuring variously purposed Windows Systems
- Skilled with remote support tools, (LogMeIn, Citrix, TeamViewer, Dameware, Windows RDP)