Christopher Daigle

SUMMARY

- Veteran IT support professional offering more than ten years of exceptional service combined with knowledge of a variety of customized desk client top and networking solutions for small and medium-sized business. Hardware expert with extensive background in builds, upgrades, and troubleshooting. Effective communicator who works well with technical and non-technical team-members. Highly successful in building relationships, rapport and trust, while seizing control of critical problem areas. Customer focused and performance driven. Recognized for professionalism, positive attitude and a commitment to excellence.

EDUCATION

- Salem State Community College, Computer Science, Associates Degree

SKILLS

- System Builds & Installs
- Migrations & Deployments
- Hardware Repair & Upgrades
- Relationship Management
- Project Management
- Troubleshooting

- User Support & Training
- Security, Backup & Recovery
- Desktop Image Deployments
- Policy/Procedure Development
- Productivity/Process Improvement
- Team Building/Staff Training

TECHNICAL EXPERIENCE

Software: Microsoft Office, Open Office, Internet Explorer, Fire Fox, Adobe Photoshop, Acrobat, PageMaker, Norton Anti-Virus, McAfee Virus Scan, Kaspersky Anti-Virus
Operating Systems: Microsoft Windows 9X-2000, XP, Vista, 7, 8, Ubuntu Linux (Debian), Ubuntu Server, and Back Track Linux (KDE)
Hardware: Laptop, Desktop, Linksys (Cisco) routers and switches, Network Printers and Copiers

PROFESSIONAL EXPERIENCE

2016 – 2017 (Contract)
SeaWorld
Tier I/ II Desktop Support

- Utilized Service Now ticketing system. Created tools to benefit call center using VB.NET in visual studio. Maintained user accounts via Active Directory. Handled excess volume of calls from call center. Maintained SQL databases for register systems (XSTORE). Moved from helpdesk to in park point of sale team utilizing proprietary tools for desktop image deployment and configuration for retail and culinary registers.

2013 - 2016
State of Connecticut Judicial Branch
Microcomputer Specialist

- Maintained user profiles for state and national NCIC collect record check systems. Maintained user account information for active directory. Helped with attorney registration system designed by Bar Grievance Department. Developed software tools for diagnosing computer issues. Deployed desktop images to new and refreshed computers. Created and maintained Judicial Branch Information Technology Division intranet.

2013 – 2014 (Contract)
Hartford Hospital
Help Desk Support Specialist

- Utilized BMC Remedy IT service management. Handled ticket volume from 45 to 70 tickets daily. Computer Installment / Assembly, Hardware Installation. Install and troubleshoot software packages such as Microsoft Office, antivirus, and data backup.

2002 - 2013
Administrative Consulting Associates
Help Desk Support Specialist

- Utilized BMC Remedy IT service management system for desktop support processing an average of 20+ tickets a day. Set up and configured Cisco network routers and switches. Computer Installment/Assembly, Hardware Installation. Software upgrades; PeopleSoft, Crystal Reports, Excel Spreadsheets. Assisted clients at request with custom Access Databases. Assisted customers with telephone support call center and onsite troubleshooting. Computer usage tutoring.

1997 - 2002
Swampscott Associates
Help Desk Service Supervisor

- Responsible for maintenance and upkeep of a Xerox 5100 and a Kodak Image Source 120. Provided office support duties such as mail room, backup receptionist and provided administrative services. Project management - Scheduled and prioritized multiple projects. Client troubleshooting phone support center. PC Design; Assembly; Support; Repair. Software Installation, Hardware upgrade.
- Successfully trained associates to meet and exceeded commission goals for 9 months consecutively.

- Served as point of contact with Administrative Consulting Associates for developing service concept models.