

Chris McIntosh

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Professional Summary

I am a highly organized individual with a focus on customer support and help desk.

Work Experience

IHSS Provider

Fresno County-Fresno, CA

June 2016 to Present

- Assisted clients with daily activities such as bathing, dressing, grooming, and medication management
- Supported clients in maintaining independence by encouraging participation in social activities and hobbies
- Maintained accurate records of client progress, including daily activities, meals, medications, and behavioral observations
- Provided emotional support to clients and their families during challenging times
- Assisted with meal planning, preparation, and feeding according to dietary restrictions or preferences
- Managed household tasks such as light housekeeping, laundry, grocery shopping, and errands for clients

Technical Support Representative - D-Link Networking Products

Alorica Call Center-Clovis, CA

June 2010 to November 2015

Responsibilities:

Assist D-Link customers with the installation, configuration, and setup of a wide array of networking products including routers, WiFi adapters, IP cameras, range extenders, access points, network switches, and mobile broadband devices via phone support.

Provide step-by-step troubleshooting and support for both Windows and macOS platforms to resolve connectivity, compatibility, driver, and performance issues.

Walk customers through firmware upgrades, security settings (WPA2/WPA3), port forwarding, parental controls, and advanced configuration of their devices.

Guide users in setting up IP cameras, remote monitoring, and configuring network-attached storage (NAS) for surveillance systems.

Perform diagnostics on networking devices and help customers isolate and identify hardware or software issues.

Escalate unresolved or complex issues to Tier 2 support or engineering teams when necessary, ensuring proper case hand-off.

Maintain clear, concise, and accurate case notes and documentation of all customer interactions within the CRM system.

Follow up with customers as needed to ensure complete resolution and satisfaction.

Educate customers on best practices for home and small office networking performance and security.

Stay up-to-date with the latest D-Link product releases, software updates, and industry trends to provide accurate and current support.

Participate in ongoing training sessions to refine product knowledge and technical troubleshooting skills.

Support other team members and contribute to a collaborative team environment through knowledge sharing and feedback.

IT Systems Administrator / Network Support Specialist

Hays RPC Inc-Fresno, CA

January 2007 to March 2010

Windows Server 2000-based network infrastructure, originally implemented by senior IT staff.

Recovered the network using Veritas Backup Exec after unintentionally compromising the Primary Domain Controller (PDC) during an attempted installation of Blackberry Enterprise Server on the wrong machine—learning valuable lessons in system architecture, backup integrity, and disaster recovery processes.

Supported over 200 users across a Wide Area Network (WAN), handling hardware issues, software installations, user account management, and general troubleshooting.

Developed and maintained the company website using Classic ASP, enhancing internal communications and external visibility.

Administered Microsoft Outlook/Exchange for company email services, handling user provisioning and mailbox recovery.

Managed Citrix access for remote employees, troubleshooting virtual desktop and application delivery issues.

Provided technical support for financial software including Quicken and QuickBooks, coordinating with accounting staff to ensure minimal downtime.

Oversaw backup operations using Veritas Backup Exec, scheduling regular backups and managing recovery procedures.

Maintained Blackberry Enterprise Server, ensuring mobile synchronization for executive team members.

Conducted staff training and presentations during software rollouts, improving adoption and reducing support requests.

Maintained documentation for system procedures, software inventory, and IT policies.0

Education

Trade school in Computer repair/networking

Fresno Institute of Technology

High School Diploma

Karl Holton High School

Skills

- WAN
- Technical Support
- Software Troubleshooting

- LAN
- Microsoft Windows (10+ years)
- Offset Printing (2 years)
- Articulate
- Operating Systems
- Good phone etiquette
- Computer Networking
- Network Administration
- Fork-Lifting
- Computer Skills
- Type 35 WPM
- System Administration

Certifications and Licenses

CompTIA Network+

Present

A+ Certification

Present