KELSEY DOUGHERTY

Control System Programmer

Experienced IT professional with 10 years of experience in application development and IT systems management and support.

Hamilton ON | (905) 981 9045 | kdougherty67@gmail.com | in

SKILLS

- Operating systems; Windows 10, 11, Server, Linux
- Knowledge of network protocols and components
- Application development

- Experience with Python, C++, C#
- In depth understanding of complex audio/visual systems
- Strong analytical, organizational and problem solving skills

EXPERIENCE

ICT Support Engineer - Aatel Communications   *March 2014 - Present*
/Application Programmer
- Developed automated audio/visual Crestron control system applications for clients
- Developed UIs and met with clients, performing needs analysis to ensure UI was in line with customer expectations and technical ability
- Configured LANs to ensure proper network protocols were in place for project requirements.
- Installed and maintained internal IT systems; servers, switches, routers and our M365 environment
- Provided ongoing remote support to clients
- Utilized M365 powerapps to develop business applications to help streamline various organisational processes
- Resolved internal IT issues in a timely professional manner with the use of our helpdesk ticketing system

Lead AV Technician - Aatel Communications   *May 2012 - March 2014*
- Lead and directed a team of technicians in the coordination of multiple installations
- Worked with project managers ensuring installation met specifications and provided feedback based on site conditions
- Marked up technical drawings for necessary edits
- Troubleshot completed installations at the software and hardware level (multimeters, fluke testers etc)
- Installed network rack equipment and ensured proper cable management/labelling

EDUCATION

Electrical Engineering Technician - Niagara College   *2012*

CERTIFICATES

- Crestron Programmer
- Network+
- CTS-D