

# KELSEY DOUGHERTY

## IT Support Engineer / Control System Programmer

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

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## SKILLS

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- Operating systems
- Network architecture
- Application development
- Experience with Python, C++, C#, HTML, CSS
- User experience design
- Strong analytical, organizational and problem solving skills
- Cloud computing
- Cybersecurity

## EXPERIENCE

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### IT Support Engineer 4 / Control System Programmer

Aatel Communications

March 2018 - Present

- Analyzing and remedying security vulnerabilities and threats found by SentinelOne and/or Forticlient
- Utilizing Microsoft Powerapps to develop and deploy various business applications to streamline company workflows
- Deployment and management of Microsoft Endpoint Manager to ensure device compliance with company standards
- Deployment, management and maintenance of internal IT infrastructure
- Expanded on duties and responsibilities of IT Support Engineer 3

### IT Support Engineer 3 / Control System Programmer

Aatel Communications

March 2016 - March 2018

- Programming custom, complex Crestron control systems via Simpl Windows and VT-Pro
- Assisting with deploying and managing Microsoft 365 including migration from on premise to cloud based solutions
- Assisting with server and software deployment for large scale emergency systems in various healthcare settings including Nursecall, Real Time Locating Services and Code White systems
- Performing needs analysis with customers to ensure end product is inline with client expectations and needs
- Expanded on duties and responsibilities of IT Support Engineer 2

### IT Support Engineer 2

Aatel Communications

March 2014 - March 2016

- Assisting in the installation and maintenance of company IT infrastructure
- Providing remote support to clients, troubleshooting issues, and resolving technical problems via beyond trust remote support software
- Providing first-line technical support via Sysaid helpdesk to users, including diagnosing and resolving hardware and software issues
- Creating and maintaining technical documentation, including user guides, manuals, and standard operating procedures

## 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
- Troubleshoot completed installations at the software and hardware level (multimeters, fluke testers etc)
- Installed network rack equipment and ensured proper cable management/labelling

## EDUCATION

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Electrical Engineering Technician - Niagara College

2012

## CERTIFICATES

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- **(ISC)2 Certified In CyberSecurity (2023):** Successfully passed the "Certified in Cybersecurity" exam, showcasing proficiency in foundational cybersecurity principles and practices. This certification program focuses on essential cybersecurity concepts, risk management, incident response, security controls, and industry best practices.
- **Crestron Certified Programmer (2015):** Successfully completed and passed the Crestron certification program, demonstrating proficiency in designing and programming Crestron control systems.
- **Qsys Certified (2016):** Received Qsys certification, indicating an advanced level of knowledge and skill in programming and implementing Qsys audio systems.
- **Network+ Certified (2017):** Successfully passed the Network Plus certification exam, demonstrating a deep understanding of network infrastructure, protocols, and troubleshooting.
- **AVIXA CTS-D Certified (2021):** Successfully passed the AVIXA CTS-D certification exam, demonstrating advanced knowledge in designing and implementing audiovisual systems, including displays, projectors, and sound systems.

## Achievements

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- **Developed a leave request application in PowerApps:** Built an application in PowerApps to streamline the leave request process for employees, resulting in improved efficiency and reduced workload for HR personnel.
- **Received recognition for exceptional customer service:** Received multiple commendations from clients and colleagues for providing exceptional customer service and support.