

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

- Operating systems; Windows, Server, Linux
- Network protocols and components
- Application development
- Experience with Python, C++, C#, HTML, CSS
- In depth understanding of complex audio/visual systems
- Strong analytical, organizational and problem solving skills
- Git

EXPERIENCE

IT Support Engineer - Aatel Communications /Application Programmer

March 2014 - Present

- **Crestron programming:** Experienced in designing and programming Crestron control systems using Simpl Windows, Simpl+, Simpl#, and Vision Tools Pro
- **IT infrastructure:** Proficient in managing and maintaining IT infrastructure, including networking, hardware, and software components
- **Microsoft 365:** Skilled in administering and configuring Microsoft 365 applications and services, including SharePoint, Teams, and Exchange Online
- **PowerApps development:** Proficient in building custom business applications using Microsoft PowerApps to automate business processes and workflows
- **Remote support:** Experienced in providing remote support to clients, troubleshooting issues, and resolving technical problems
- **Helpdesk ticketing system:** Proficient in providing first-line technical support via Sysaid helpdesk to users, including diagnosing and resolving hardware and software issues
- **DSP audio programming:** Skilled in programming digital signal processing (DSP) systems for audio applications, including equalization, compression, and mixing
- **Documentation:** Experienced in creating and maintaining technical documentation, including user guides, manuals, and standard operating procedures

Lead AV Technician - Aatel Communications

May 2012 - March 2014

- **Leadership:** Lead and directed a team of technicians in the coordination of multiple installations
- **Project management:** Worked with project managers ensuring installation met specifications and provided feedback based on site conditions
- **Technical markups:** Marked up technical drawings for necessary edits
- **Troubleshooting:** Troubleshot completed installations at the software and hardware level (multimeters, fluke testers etc)
- **Cabling and equipment management:** Installed network rack equipment and ensured proper cable management/labelling

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EDUCATION

Electrical Engineering Technician - Niagara College

2012

CERTIFICATES

- **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

- **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.