

CHANTEE SMITH

Objective

I aspire to be part of an organization where I can bring logic, creativity, critical thinking and positivity, along with my skills and knowledge of technology and problem solving in order to be a valuable asset in pursuing team objectives. My skills, knowledge, and capabilities would be a great tool for accomplishing the team's business and technical goals.

Qualifications

Hardware: Diagnosing and repairing hardware issues on MacBooks, MacBook Pros, iMacs, Dells, HPs and various printers. For Macs and PCs, replaced motherboards\logic boards, LCDs, RAM, hard drives, etc.

Software: Office 365, Microsoft Exchange, Microsoft Teams, DocuSign, Omnilert, Azure, Sharepoint, LANDesk, McAfee DLP agent, Bitlocker, Remote Desktop, Adobe Acrobat Pro, Active Directory, Citrix 4.5\6.5 Administration, VMWare.

Programming Languages: HTML, CSS, Javascript, Node JS, React, Vue

Operating Systems: Windows 10, MacOS, Mac OS X, Windows XP, Windows 7, Server 2003, 2008, 2012, iOS

Anthropology: Collecting qualitative and quantitative research, interacting well with others.

Skills and Accomplishments

Team Lead on Windows 7 Migration Project

2014

AIG - VALIC (American International Group)

Lead and worked within a small team to migrate over 3,000 desktops and laptops to Windows 7 x64 while ensuring re-installation of required software and installation\configuration of printers and other user-specific settings.

Managed the Deployment of iPads

2012 and 2013

Troester Media Center

Managed the deployment of iPads within my buildings to over 300 students, which enabled them to have on-demand access to various educational tools.

Professional Experience

IS Operations Support

September 2016- Current

EOG Resources

- Microsoft Teams Administrator - Responsible for administering Teams, deployment, and training.
- Traveled to divisions to train users on Microsoft Teams.
- Exchange Administration
- Omnilert Administrator - Responsible for administering and maintaining the emergency alerts system
- DocuSign Administrator - Administer the enterprise DocuSign account.
- Desktop Support prior to the administrator roles.
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- Desktop Support prior to the administrator roles.

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Support Services Analyst

July 2014 - September 2016

AIG - VALIC (American International Group)

- Imaging and configuring Windows 7 and Windows 8.1 laptops to meet users' needs.
- Diagnose hardware and software issues quickly to avoid/reduce downtime.
- Responsible for remote and on-site data transfers for computer upgrades and replacements.
- Troubleshoot issues and task escalations for local and remote users.
- Travel out of city to provide technical support at regional meetings.
- Recover and restore data by using Avamar, WinTech, as well as in-house recovery software.
- Deploy Surface Pro 3 tablets to users.

Migration Consultant

April 2014 - June 2014

National Oilwell Varco

- Imaging Windows 7 computers and configuring to meet users' needs.
- Remotely migrating user data and software, followed by ensuring all data was transferred successfully once complete.
- Reinstalling software and configuring Outlook for users.
- Troubleshooting issues that might occur during the process.

Technology Specialist

Aug 2010 - April 2014

Troester Media Center (Saint Joseph School District)

- Managing IT products across 4 buildings
- Deployment of iPads and other technologies for students and teachers
- Diagnosing and repairing hardware and software issues on MacBook Pros, iMacs, iPads, PCs and scanners\printer

Computer Technician

Feb 2012- Oct 2012

The American College of Technology

- Diagnosing technical issues
- Monitoring online class sessions
- Handling helpdesk calls

Education

University of Missouri

Aug 2005 - May 2010

Bachelor of Arts in Anthropology, Minor in Religious Studies

DigitalCrafts

June 2019 - January 2020

Full stack development bootcamp