

Christopher Whelan

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Professional Summary

Motivated IT professional eager to apply skills gained through professional experience, formal education and self study in a position where I can prove my self as an asset and further hone my skills.

Skills

- Assembling, installing and troubleshooting PCs and PC hardware
- Experienced in troubleshooting issues with Windows 7, 8, 10, Server 2012 and OSX
- Proficient in creating, managing and troubleshooting TCP/IP networks
- Well versed in Microsoft Office, Outlook, Excel, PowerPoint and Google Docs
- Experienced in utilizing many network technologies such as: Vlan, DDNS, NAT/Port forwarding, FTP, SMTP, POE, RDP
- Strong written and verbal interpersonal communication skills
- Capable of typing 60+ wpm
- Strong attention to detail

Work Experience

CCTV Security Pros - Technical Support - August, 18 2012 to Present

Salary: 42,000\$

- Support end users with the installation and maintenance of their security equipment.
- Configure customer's network to allow for effective use of equipment.
- Educate salespeople on the capabilities and features of the equipment
- Provide pre-purchase technical advice to potential customers.
- Keep detailed and organized notes on customer accounts.

Lowes Home Improvement - Customer Service Associate - March 2008 to January 2012

- Assisted customers in the store.
- Fulfilled daily routine correspondence.
- Traveled between local branches to fulfill duties as specified.
- Operated forklift, reach truck, and other powered equipment.
- Maintained the sales area by downstocking and cleaning as necessary.

Delaware River Waterfront Corporation - Administrative Assistant - October 2006 to December 2008

- Booking and maintaining records for private rentals, birthday party packages, and specialized events.
- Handled incoming and outgoing phone calls, as well as sending and receiving emails.
- Resolving customer issues.
- Interacting with vendors, media representatives and sponsors.

Education

Washington Township High School – 2002 to 2006

Camden County College – 2010 - 2014

Rowan University - 2014 to Present

- Pursuing a Bachelor's of science degree in computer science. I have currently completed 92 credits towards this degree.
- Relevant completed courses include: Discrete structures, Data Structures and Algorithms, Tcp/IP Networks, Object-Oriented Programming, Calculus 2
- Have maintained a full-time position while attending classes since 2010.