

Gregory Wright

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Dedicated Desktop Support Specialist

IT specialist with a focus on customer service. A self-motivated team-player, bringing strong follow-through ability, with strong customer service skills, as a problem solver with a sense of urgency, and a passion for technology.

Technical Skills

Microsoft Windows 7/10 | macOS | Linux | Microsoft Office 365 | Networking | Citrix | Android | iOS

Experience

Barings, Charlotte, NC

2017 – 2019

Digital Marketing Specialist

Develop web pages on the company website using content and designs created by the Marketing Department that represent the company's mission. Create emails that engage clients in participating with the website to inform of current progress of investment strategies.

- Create landing pages using HTML, CSS, and JavaScript with Adobe Dreamweaver.
- Create emails using HTML and CSS.
- Send event invitations and campaign emails using the email marketing platform StoneShot.
- Manage information, documents, and campaign pages using a Content Management System.
- Handle site content implementation, management and maintenance.
- Spearhead content and document updates on the website as needed.
- Managing multiple web pages and content across various regions based on country and investor types.
- Publishing content to the website based on specific tagging criteria.

Babson Capital Management - Barings & Springfield, MA – Charlotte, NC

2014 – 2017

Desktop Support Analyst

First line of IT support in a fast-paced production environment to troubleshoot end-user problems with company IT systems. Provided new and updated software and hardware. Made repairs, resolved technical problems, and provided follow up prioritized based on urgency.

- Used excellent verbal and written communication skills to assist company employees and executives in multiple offices worldwide both remotely and in person.
- Instructed customers with best-practices and self-help using patience and understanding.
- Troubleshoot and repaired hardware, software, and network issues on end-user workstations in a timely manner.
- Documented help desk tickets with resolutions and follow up steps.
- Resolve Citrix application issues by restarting applications and clearing user cache on the server side.
- Supported Apple laptops running macOS 10.13 High Sierra that could not be connected to the Active Directory domain but still needed to use internal resources such as email and file sharing servers.
- Used the Bash Shell to support macOS.
- Provided after-hours and weekend global support services as part of a rotational on-call schedule.
- Worked as part of a team, used problem solving skills, and requested assistance from other teams to resolve issues.
- Used documentation for configuring new software installs. Updated documentation as needed.
- Managed user accounts in Active Directory.
- Imaged and configured new laptop and desktop computers for new hires. Setup the desks with computers, monitors, mice, keyboards, etc.
- Moved and organized heavy computer hardware.

Western New England University, Springfield, MA**2013 – 2014****Office of Information Technology Help Desk Analyst**

Provided computer help desk support and technical training on hardware/software to end users. Documented help desk tickets/resolutions and provided overall assistance in daily administration. Performed set-up, break-down, and transport of agency equipment on an as-needed basis.

- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Responded to queries either in person or over the phone using excellent interpersonal and communication skills.
- Installed, modified, and repaired computer hardware and software.
- Followed up with customers to make sure issues had been resolved.

Springfield Technical Community College, Springfield, MA**2012 – 2013****Academic Computer Lab Monitor**

Organized the computer labs, assisted students and professors with software and hardware issues, and enforced the Academic Computer Lab policies.

- Resolved basic issues with the computers, printers, and projectors.
- Helped people to use the software including Microsoft Office and Internet Explorer.
- Closed the computer labs in the afternoon by shutting down the machines and securing the rooms.

Community Involvement

Eagle Scout | Troop 260 | Suffield, CT

Volunteer Firefighter | Suffield, CT

Education**Bachelor of Science in Information Technology**

Western New England University, Springfield, MA

Associate degree, Major: Computer and Network Security

Springfield Technical Community College, Springfield, MA