Christopher J Gordon

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CERTIFICATIONS

CompTIA A+
CompTIA Network+
ITAA Information Security Awareness
Certification of completion: Computer Technician
Certification of completion: Computer Support Associate
Certification of completion: Cisco Network Associate

WORK EXPIRENCE

Quickschools.com, Beaverton, Oregon   03/2013 – 11/2013
Technical Support Engineer/Customer Service Engineer

-Trained, and worked remotely with colleagues.

-Chatted with customers using Zopim's chat interface to resolve issues with the school management systems, and assisted in setting up accounts.

-Imported data from a schools previous school management system into our system, customized report cards, and created custom data reports for the schools use.

****** ****** Solutions, Lockport, Illinois   11/2013 – Current
Helpdesk Technician.

-Responsible for troubleshooting and resolving tier 1, 2, and 3 issues remotely.

-Responsible for resolving issues occurring on internal employee's workstations.

-Used various Remote access software to connect with client computers.

-Inputting notes, and time logs of all work that was performed during a service call, while maintaining a updated run book about the client's setup

-Worked on basic server based application deployment projects with Clients.

EDUCATION
M*** Valley Community College** Palos Hills, Illinois United States   2012 – Present

Pursuing A.A.S in Computer and Local Area Network technician

Certification of completion*:* Computer Technician
Certification of completion*:* Computer Support Associate
Certification of completion*:* Cisco Network Associate

Eisenhower High School ********, Illinois United States   2008 - 2012

SKILLS

Operating systems
- Strong troubleshooting knowledge of Windows XP, Vista, and 7 operating systems.
- Slightly familiar with Mac OS
- Strongly familiar with Windows server 2003, 2008, 2012

Software
- Troubleshooting accounting software such as Quickbooks, and Client Bookeeping Solution,
- Troubleshooting EMR software such as Greenway, and E-Clinical works.
- Troubleshooting Desktop software such as Internet Explorer, Microsoft office and Java

Networking:
- Ability to setup, and maintain a small to medium sized network.
- Ability to setup basic network security, such as access rules, and VPNs
- Ability to troubleshoot wireless issues
- Strongly familiar with Sonicwalls and Cisco routers

Other Skills
- Ability to relay technical messages in laymen's terms
- Ability to troubleshoot all PC peripherals and hardware
- Excellent written and verbal communication skills
- Ability to work with software vendor support, and in ability to work in a team
- Profound customer service skills