

Christopher Wilcox

IT Specialist

Profile

Motivated IT problem solver with over 10 years of demonstrable skills troubleshooting networks, operating systems, and information systems. Military veteran and life-long learner seeking an opportunity to leverage technical expertise in a collaborative and effective environment.

Employment History

I.T. Support Analyst Medical Mutual Insurance Company of Maine, Portland ME

May 2022 –Current

- Handle support request from workforce log tickets and gather necessary details from users in order to bring problems to resolution
- Document issues with detail and resolutions to issues in helpdesk and CRM
- Understand desktop configurations group policy setup cloud application and software inventory.
- Responsible for determining task issues task notes and issue resolution in helpdesk management system.
- Trouble shoot problem in core insurance system by simulating issues in a test environment and performing technical analysis including writing SQL database queries.
- Logs issues with vendors in written form by providing well-documented details and steps by which the issues can be reproduced.
- Responsible for testing fixes before releasing to uses and production environment.
- Installed, configured, and maintained computer hardware and software, including printers, electronic mail, and operating

Systems Support Specialist at Maine Veterans' Homes, Pownal, ME

January 2022 — May 2022

- Acted on requests for service made to the IS Help Desk (email, phone, in-person)
- Used issue-tracking software and managed service request “tickets,” through creating, assigning and tracking the resolution of tickets
- Made configuration changes to the issue-tracking software to improve its function
- Independently resolved break-fix type requests for service
- Produced reports from the issue-tracking software that summarized the performance of the department in meeting service requests

Details

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Skills

- Microsoft Office
- Initiative and Problem-solving Abilities
- IT Security
- Microsoft Excel
- IT Troubleshooting

- Participated in the setup and management of workstations (e.g., desktops, laptops, thin-clients, etc.), peripherals (e.g., printers, scanners, clinical devices, etc.) and mobile devices (e.g., iPads, phones, etc.). This included taking all pre-defined security steps.
- Used asset tracking software, recorded and tracked all computer assets
- Created and disabled network and email accounts
- Managed membership in security and distribution groups
- Assisted in annual budget planning and in improvement of department procedures
- Responsible for administering one or more applications, particularly applications that support the IT function (e.g., backup, encryption, asset tracking, etc.)

Implementation Manager & Customer Care Support at Modula USA, Lewiston

April 2019 — December 2021

- Provided customized training to sales network (internal sales team and dealers) on Warehouse Management System software.
- Troubleshoot issues/concerns that arise during installation, and following installation.
- Provided software installation on site, as necessary.
- Installed, configured, and maintained computer hardware and software, including printers, electronic mail, and operating systems
- Maintained system documentation
- Diagnosed, troubleshoot, and resolve hardware, software, network and system problems for internal users and customers
- Imaged computers and installed software as necessary. Recorded all relevant information regarding the computer and software installed on it, and documented CD's and license agreements and secure them for safe keeping.
- Configured and maintained telephones for new, changes, and termed users.
- Managed all Pre Sales discussion for Modula WMS Application
- Managed Implementations and integration as needed.

IT Help Desk Technician at Burgess Technology Services, Bath

November 2018 — April 2019

- Handled network installation, maintenance and support, including server hardware and software infrastructure
- Implemented, maintain and monitor network security
- Provided remote/onsite technical support using advanced remote support tools
- Handled DNS administration, implement and configure TCP/IP environments, and troubleshoot network problems
- Managed user accounts, permissions, email, anti-virus, anti-spam, network utilities, printing, and security
- Analyzed and resolved faults, ranging from a major system crash to a forgotten password
- Planned preventative measures disaster recovery

- Managed system back-up and restore protocol
- Performed troubleshooting and analyses of servers, workstations and associated systems
- Documented network problems and resolution for future reference
- Monitored system performance and implement performance tuning
- Identified sales opportunities and offer solutions
- Supported Customers with Microsoft Office 365 suite

IT Application & Customer Care Support at Modula USA, Lewiston

January 2017 — November 2018

- Provided customized training to sales network (internal sales team and dealers) on Warehouse Management System software.
- Troubleshoot issues/concerns that arise during installation, and following installation.
- Install, configure, and maintain computer hardware and software, including printers, electronic mail, and operating systems
- Diagnosed, and resolved hardware, software, network and system problems for internal users and customers
- t up new computers and install software as necessary
- Removing malicious software and viruses
- Configure and maintain telephones for new, changed, and termed users
- Managed all company network infrastructure

Signal Support Systems Specialist/Help Desk Technician at United States Army

February 2012 — November 2016

- Maintained and managed Google Earth, Ringtail on Windows 7 and Windows 8.
- Troubleshoot automation equipment and systems to the degree required for isolation of malfunctions to specific hardware or software; including Microsoft Outlook, Google, Earth Ringtail, IBM Lotus viewer, and Adobe viewer/ acrobat.
- Reimaged hard drives and mapped network devices.
- Managed user accounts in Active Directory / Microsoft Management Console on Unclassified and Secret Networks.
- Installed, operated, and performed unit maintenance on multi-functional/multi-user information processing systems.
- Transferred data between information processing equipment and systems.
- Managed, installed, maintained and troubleshoot signal support systems and terminal devices. Integrated signal systems and networks.
- Achieved communications between multiple personnel in an execution to support numerous missions.
- Trained 150 personnel on common security cyber awareness and radio etiquette.
- Maintained service and functionality of all communication equipment.
- Ensured wellbeing of 2.6 million dollars' worth of communications equipment

Education

BA Digital Photography, Southern New Hampshire University

August 2020 — May 2024

Awards and Honors

Warrior Leader Course

Distinguished Honor Graduate

- Month long course that teaches specialists and corporals the basic skills to lead small groups of soldiers.
- Intensive course emphasizes leadership skills and prepares soldiers to advance to the rank of sergeant.

Afghanistan Campaign Medal

Global War on Terrorism Expeditionary Medal

Global War on Terrorism Service Medal

Army Overseas Service Ribbon

Army NCO Professional Development Ribbon

Army Service Ribbon