

Charles Mellon

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Career Overview

Responsible Network Technician (AV-IT) with comprehensive experience scheduling meetings and supporting them. experience monitoring, tracking.

Qualifications

- Extensive experience with Microsoft based systems.
- Technical help desk experience
- Computer applications
- Strong analytical skills
- Excellent problem-solving abilities
- Quality communication

Technical Skills

<u>Skills</u>	<u>Experience</u>	<u>Total Years</u>	<u>Last Used</u>
Windows OS + Applications	High	6	July 29 th 2016

Accomplishments

Helped set up Banner Healths Fort Collins site (Designing conference rooms, running cables and setting up tv's, Opening ports.)

Work Experience

Alpine Access May 2012 to August 2014

Xbox Customer Support

Denver, Colorado

I was a universal Xbox customer support agent and handled mainly Xbox Live Calls. I helped customers on a daily basis with setting up their router/modem to connect to Xbox live. I also help customers open "NAT" and helped with any lag issues they had and educate them on how to resolve these issues.

Manpower Group

June 2015 to May 2016

British Telecom Bridge/IT Support (Client: Ernst and Young) "EY"

Westminster, Colorado

I offer bridge and IT support for Ernst and Young (EY) Daily I troubleshoot connection issues to our bridge with outside EY clients and also offer IT support on the video conference equipment (Cisco/Polycom). I also work with the onsite techs around the world to help set up new video conference equipment.

Banner Health

May 2016 to Current

Sr. IT Audiovisual Tech (Clinic Tech Assets & Bio Med)

Greeley, Colorado

Currently I am responsible for setting up meetings and making sure the conference rooms are all set for guests, providing bridge support while the meeting is in progress, helping make sure presentations are ready to be presented over video conferencing, designing and making conference rooms in new hospitals, listening to vendors and deciding what platform we want to use in a hospital setting at Banner and much more depending on the day.

For patients I make sure the personal video calling stations are functional so patients can video call with their doctors/nurses for updates. I also set up new stations and remote carts for new rooms.

Education and Training

Lamier Community College

Networking/Computer Science

Lamier, Wyoming

I take online classes at this school. Most are networking classes are Hardware/Cisco focused. No Degree was earned.