

CHRISTOPHER LEMAY

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Experienced IT professional desktop support, and server administration supporting both Windows and Macs in an enterprise environment. Providing exceptional customer service to on site and remote end users, ability to be flexible to accommodate to the business needs, and the ability to work individually and as a member of a team. Supporting and troubleshooting Windows 10, Active Directory, Microsoft Office and O365, and supporting MacOS and iOS.

EXPERIENCE

AUGUST 2021 – PRESENT

CLOUD SYSTEMS ENGINEER – TIER 2, NEWCLOUD NETWORKS(MSP)

- Provide Tier 2 remote and onsite support services as required per SLA's, maintain, and troubleshoot enterprise level products and applications including server and desktop issues for clients in the Fort Collins, CO area
- Troubleshoot and resolve desktop, server, printer issues, and software issues
- Image and install new client desktop and laptop systems per the client specifications, and install any applications needed
- Create user accounts in Active Directory and Microsoft 365 and assign the appropriate license, decommission user accounts upon termination per the client's request
- Monitor and maintain RDS Hosts for clients and VDI's in Horizon View
- Troubleshoot network and VPN connectivity issues
- Assist Systems Administrators in managing day-to day operations of host servers by monitoring system performance, configuration, maintenance, and repair
- Partner with the clients on planning, configuring, implementing, and updating security groups and GPO's

MAY 2021 – JUNE 2021

IT SPECIALIST, INQUISIT, LLC -WORKING FOR THE US DEPT OF AGRICULTURE, FORT COLLINS, CO

- Installed, operated, and maintained end-user devices to include personal computers, monitors, virtualized clients, laptops, mobile devices, Portable Electronic Devices including iPads and iPhones, printers, and multifunction devices
- Adhered to incident handling standard operating procedures in the provision of daily remote or desk-side technical support for government issued IT hardware and software installation, troubleshooting, maintenance, repair, problem resolution, end-user remote or desk-side coaching, vulnerability patching, cyber security enforcement, image deployment, and in support of conference and training room equipment
- Supported Windows file server setup, repair, lifecycle management, and maintenance

NOVEMBER 2020 – MAY 2021

IT SERVICE DESK LEAD, BIODESIX, INC

- Troubleshooted and resolved desktop, software, peripheral and clinical lab application issues
- Imaged and built out new client desktop and laptop systems using MDT
- Performed workstation setups and moves for new and existing employees
- Coordinated with other teams and departments as necessary to diagnose and resolve user problems and tickets
- Updated tickets, provide status updates, and follow up on resolutions to customers
- Troubleshooted and resolved mobile computing and communications device issues
- Maintained and updated internal user-facing documentation
- Assisted Systems Administrators in managing day-to day operations of host servers by monitoring system performance, configuration, maintenance, and repair
- Worked with Systems Administrators to maintain O365 environment.
- Planned, designed, implemented, and led hardware and software installations

JANUARY 2020 – NOVEMBER 2020

IT SYSTEMS ADMINISTRATOR, BLUE CANYON TECHNOLOGIES

- Provided Tier 2 support services as required to maintain and troubleshoot enterprise level support for BCT products and applications, including server and desktop issues
- Configured and maintained the MDT imaging system
- Created new user account in Active Directory using ADManagerPlus, creating user email accounts
- Maintained the Microsoft 365 account, ensuring that the accounts were up to date, ordered Office and other Microsoft licenses when needed
- Experienced with migrating on-prem user mailboxes to the O365.
- Experienced with enabling/disabling user accounts, reset passwords, grant user access to folders located on the file server in Active Directory, creating Group Policies, troubleshooting DNS and DHCP, creating and updating security groups
- Troubleshoot network connectivity issues
- Configured, monitored, and troubleshooted VPN connectivity for remote users
- Maintained and administered deployment standards for updates and patch management including user endpoints, test and production servers using Manage Engine's Desktop Central software and PDQ Deploy
- Experienced with Nutanix HCI administration including creating new VM's and adding resources when needed
- Experience with administering FortiGate Firewalls including monitoring VPN access and issues

APRIL 2019 – JANUARY 2020

ASSOCIATE SYSTEMS ADMINISTRATOR, ARRAY BIOPHARMA

- Provided Tier 2 support services as required to maintain and troubleshoot enterprise level products and services
- Responsible for the monitoring and verifying system and file backups, weekly rotation for the tape backups using the Veeam and NetBackup software, scheduling the weekly pickup for off-site storage
- Responsible for the maintenance and updates to all Windows servers, both physical and virtual hosted on Array's VMWare ESXi virtual environment utilizing WSUS
- Read SOP and training documents from the Veeva Document Management System that pertained to my specific role
- Built and maintained application packages in PDQ Deploy; ensure versions and patches are up to date
- Responsible for creating and decommissioning of user accounts using automation tools such as Zohno Z-Hire
- Created and updated email accounts in an MS Exchange Hybrid environment, created and updated shared mailboxes in Office 365
- Built and maintained application packages in PDQ Deploy; ensuring application versions and patches are up to date
- Experienced with enabling/disabling user and machine accounts, reset passwords, grant user access to folders located on the file server in Active Directory, created and updated Group Policy, troubleshooting DNS and DHCP, creating and updating security groups
- Updated and managed printer drivers on the print servers, and the main point of contact for all printer issues for the company

June 2016 – March 2019

IT SPECIALIST, ARRAY BIOPHARMA

- Provided tier 1&2 technical end-user support for all computer systems, software, and hardware for Windows and Mac, mobile devices, copiers, printers, and VoIP telephones
- Image and configured desktops and laptops for new hires and replacements for existing employees
- Configured workstations for scientific instruments such as HPLC's, Mass Spectrometers, etc., and assisted scientific staff with installing software needed to operate the instrument
- Worked the scientists and instrument vendors to troubleshoot software and hardware issues
- Managed Array-sponsored iPhones and iPads using Idaptive MDM
- Managed Checkpoint Endpoint Encryption, and Crashplan Cloud Backup software for all laptops
- Created and maintained IT documentation up to date with best practices and create knowledge base articles in Confluence for end users to reference for routine questions
- Maintain laptop and desktop inventory; order new computers/components as needed
- Troubleshooted issues A/V issues with Skype and Zoom
- Acted as liaison between Array and copier contractors to manage lease agreements, install and configure new copiers and printers, and keep equipment in working order; responsible for replenishing copier/printer supplies

EDUCATION

BS - INFORMATION TECHNOLOGY – CSU-GLOBAL - ANTICIPATED GRADUATION 2023

AAS – COMPUTER INFORMATION SYSTEMS - FRONT RANGE COMMUNITY COLLEGE - AUGUST 2019

HIGH SCHOOL DIPLOMA - ABINGTON HIGH SCHOOL - JUNE 1991

AWS CERTIFIED CLOUD PRACTITIONER - AMAZON WEB SERVICES - MARCH 2021

SKILLS

- Customer Service
- Windows 10 Administration
- Active Directory User and Computer
- MDM Support (Intune, Idaptive)
- ConnectWise Remote Management
- ConnectWise Automate
- MacOS and iOS Support
- Windows Server 2012 R2, 2016 Administration
- Microsoft 365 Administration
- MS Exchange/Exchange Online
- Basic PowerShell Scripting