

# CHRISTOPHER KIRBY

IT Support Specialist & System Administrator with Networking Expertise

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## SUMMARY

IT Support Specialist and System Administrator with expertise in network design and troubleshooting. Administered Google Workspace and VMware environments, improving system efficiency. Certified in CCNA and Azure Fundamentals, skilled in cybersecurity and server management. Proven ability to resolve complex technical issues swiftly.

## WORK EXPERIENCE

<b>System Administrator   Help Desk, DCT Chambers Trucking Ltd Vernon, Canada</b>	<b>Aug 2022 - Present</b>
<ul style="list-style-type: none"><li>Administer Google Workspace and Chromebook settings to optimize user productivity and streamline system integration.</li><li>Manage Windows Server Active Directory, VMware ESXi, Cisco Meraki, and Ubiquiti networking equipment to maintain a secure and efficient IT infrastructure and network operations.</li><li>Build, diagnose, and repair computer hardware and software systems, demonstrating strong passion and expertise in hardware troubleshooting and system restoration.</li><li>Oversee procurement, setup, and deployment of IT hardware including phones, laptops, and desktops; configure over 100 Apple iOS and Android cell phones, integrate PBX systems with Twilio, Google Voice, Dialpad, and RingCentral, and implement cybersecurity tools and security awareness training to protect organizational assets.</li></ul>	
<b>Information Technology Support Specialist, Kirby Computers Vernon, Canada</b>	<b>May 2020 - May 2022</b>
<ul style="list-style-type: none"><li>Provided technical support and help desk services to elderly clients and other users, ensuring clear communication and effective problem resolution.</li></ul>	

## EDUCATION

<b>Diploma in Network Engineering and Telecommunications, Okanagan College</b>	<b>May 2022</b>
<ul style="list-style-type: none"><li>Adept in network engineering and telecommunications with a diploma and hands-on experience in designing, implementing, and troubleshooting complex network systems.</li></ul>	
<b>Business Administration, Okanagan College</b>	<b>Dec 2011</b>
<ul style="list-style-type: none"><li>Completed comprehensive coursework in Business Administration focusing on accounting, management, finance, economics, and business law.</li></ul>	

## CERTIFICATIONS

<b>CompTIA Security+</b>	<b>Nov 2024</b>
<b>Introduction to Kubernetes</b>	<b>Jan 2024</b>
<b>Azure Fundamentals</b>	<b>Jan 2023</b>
<b>CCNA</b>	<b>Jan 2022</b>
<b>AWS Certified Cloud Practitioner</b>	<b>Jan 2022</b>

## SKILLS

- Networking & Infrastructure:** Network Administration & Troubleshooting Systems Administration (Windows, Linux, macOS) Virtualization & Containerization (VMware, Docker, Kubernetes) Wireless Network Configuration Hardware Installation & Maintenance Security
- Cybersecurity & Information Security:** Firewall Configuration & Management Penetration Testing & Vulnerability Assessment Cloud & Data
- Cloud Computing (AWS, Azure, Google Cloud):** Databases Data Backup & Recovery Programming & Automation
- Support & Management:** Technical Support & User Assistance IT Project Management & Documentation Software Deployment & Patch Management Help Desk Ticketing Systems Remote Desktop Support (e.g., TeamViewer, Getscreen, RDP) Customer Service & Communication Skills Knowledge Base Creation & Management Active Directory User Management