
CHARLES MARCOUX

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639-471-2509

SKILLS & QUALIFICATIONS

- Skilled with Microsoft Office Suite, Windows Operating Systems (Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10).
- Familiar with a good understanding of Windows Remote Desktop Services, Network Security Policies and Windows Deployment Services.
- Knowledge of IIS Webservers, Firewalls, VPN connections (L2TP, SSL, PPTP).
- Able to provide technical support for VMWARE, VSPHERE hypervisors and with active directory servers.
- Experience with Active Directory Servers and Domain controller migrations, Microsoft Exchange to Office 365 servers.
- Skilled with Mobile Device platforms (Exchange Active Sync, Blackberry, Android, IOS), Network Infrastructure Planning and Windows Azure Active Directory Sync and Print Servers.
- Proficient in Adobe software such as Adobe Premier and Adobe Photoshop.
- Acquired skills and experience to manage and troubleshoot computer systems.
- Working knowledge of Windows and Linux Operating systems.
- Knowledge and experience with working with Network Protocols (TCP/IP, DHCP, DNS).
- Ability to work with VMWARE, XENSERVEN and other hypervisors.
- Work with Microsoft SharePoint server, SQL Servers and IIS webservers.
- Experience with network topology design and public key infrastructure (PKI, SSL Certificates and Certificate Authority).
- Networking and Windows Software experience.
- Obtained Office 365 certification (70-346 Managing Office 365 Identities and Requirements) along with Windows Server 2012 R2 Certification (70-410 Installing and Configuring Windows Server 2012).
- Supportive and dedicated team member with the demonstrated ability to work cooperatively with other co-workers.
- Good written and oral communications in both English and French when liaising with various internal/external customers.
- Great project management skills that will bring an effective project to production.
- Able to self-direct my work.

PROFESSIONAL HISTORY

JIG Technologies

Toronto, ON (March 2019 - Present)

Information Technology Team Lead

KEY RESPONSIBILITIES:

- As an Information Technology Team Lead, my primary responsibility is to be the first point of escalations for level 1 & level 2 technicians, handle after hour emergency client requests, and handle high level technical tasks.
- I train level 1 support staff with new technical knowledge, manage the support staff schedule, plan and chair our weekly team meeting, handle & resolve escalations while maintain client relationships by making sure tasks are completed according to our service level agreement.
- Deploy terminal server to give users remote access with the option of having two factor authentications.
- Administer firewall, NAT policies, Vlan's, WI-FI and network Protocols (DNS, DHCP, TCP/IP, LAN, WAN, VPN) to ensure our clients public key infrastructure (PKI) is maintained with up to date certificates.
- Perform Active Directory Server Maintenance, Windows Server Upgrades, fileserver and email migrations.
- Manage IIS webservice, Exchange Server, SQL Databases and fileserver permissions.
- Troubleshoot desktop & Mobile Operating Systems (Windows, Mac OS, Linux, IOS, Android, Blackberry).
- I handle the deployment, build new server hardware, and install Virtual Machine Host Operating system (VMWare, Hyper-V, XenServer).
- Install software agent to monitor client servers and I provide email alerts to warn our team of future or current issues.
- I use PowerShell, batch files and group policy to automate system tasks, security policies, software deployment & I analyze data by running SQL server queries on our client databases.
- Participate in client quarterly meetings.
- Manage voip phone systems (Avaya, FreePBX, Fortinet Talkswitch) and mobile device management platforms.
- I maintain and setup backups for network infrastructure.

JIG Technologies

Toronto, ON (January 2016 – March 2019)

Senior Information Technology Support Specialist

KEY RESPONSIBILITIES

- As a Senior Information Technology Support Technician my primary responsibility was to be the first point of escalations for level 1 technicians and to handle high level technical task.
- I handle the planning of key network infrastructure projects and network topology design for client networks.
- Participate in client quarterly meetings.
- Perform Active Directory Server Maintenance, Windows Server Upgrades, fileserver and email migrations.
- Manage IIS webservice, Exchange Server, SQL Databases and fileserver permissions.
- I handle the deployment, build new server hardware, and install Virtual Machine Host Operating system (VMWare, Hyper-V, XenServer).
- Deploy terminal server to give users remote access with the option of having two factor authentications.
- Install software agent to monitor client servers and I provide email alerts to warn our team of future or current issues.
- I maintain and setup backups for network infrastructure.
- Administer firewall, NAT policies, Vlan's, WI-FI and network Protocols (DNS, DHCP, TCP/IP, LAN, WAN, VPN) to ensure our clients public key infrastructure (PKI) is maintained with up to date certificates.
- Troubleshoot desktop & Mobile Operating Systems (Windows, Mac OS, Linux, IOS, Android, Blackberry).
- Managed voip phone systems (Avaya, FreePBX, Fortinet Talkswitch) and mobile device management platforms.
- I used PowerShell, batch files and group policy to automate system tasks, security policies, software deployment & I analyze data by running SQL server queries on our client databases.

PROFESSIONAL HISTORY *Continued*

JIG Technologies

Toronto, ON (August 2013 – December 2016)

Information Technology Support Specialist

KEY RESPONSIBILITIES:

- As a level 1 technician my key responsibility was to be the first line of communication with the client. I would assess the request and dispatch or resolve depending on my knowledge.
- Creation of users in Active Directory along with user mailboxes and distribution groups for email servers (Office 365, Microsoft Exchange, Google GSuite). Setting up of email accounts in Outlook and password resetting when required.
- Installation of printers to client computers.
- Deployment of Operating System with latest version of Windows or Mac OS using imaging tools such as Windows Deployment Server.
- Troubleshoot hardware and Software issues, mobile devices (IOS, Android, Blackberry), wide-area network issues with internet service providers and local area network issues on the local network.
- Deployed software such as Microsoft Office, Adobe Software Suite and other software request as required.

Quickservice Technologies

Niagara-On-The-Lake, ON (October 2009 – July 2013)

Helpdesk Technician

KEY RESPONSIBILITIES:

- Technical support for POS registers and drive thru headsets.
- Working with security camera systems.
- Setting up DVR software for security cameras and troubleshoot issues with DVR remote access & recording (Hard Drive Issues and Software Issues).

Staples the Business Depot

Welland, ON (January 2004 - 2009)

Sales Associate

KEY RESPONSIBILITIES:

- I assisted customers by asking them questions to find out there needs. I ensured they were getting exactly what they required and offered the best customer service experience possible.
- I helped to assemble office furniture for clients and for display units.
- I helped stock shelves, in an organize manner, to showcase available products.

EDUCATION AND TRAINING

2012 - 2013 Niagara College

Welland, Ontario

Diploma - *Computer System Technician*

2006 - 2009 Niagara College

Welland, Ontario

Diploma - *New Media Web Design*

CERTIFICATIONS

Office 365 certification (70-346 Managing Office 365 Identities and Requirements).

Windows Server 2012 R2 Certification (70-410 Installing and Configuring Windows Server)

Axelos ITIL V4 Foundations