

Chaz Chamberlain

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Summary

A result oriented Director experienced in leading large complex IT environments, global teams and projects. Excellent track record in fast paced demanding settings due to emerging markets, financial pressures and high necessity for achieving excellence.

My management style ranges from planning, leading, organizing, controlling and communicating, I am a hands on manager and involved in day to day operational issues depending on the importance to the business.

Experience

Director of IT Apprentice.io

Sep 2021 - Present (2 years 3 months)

- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes and performance measurements to balance continuous innovation with responsible risk-taking.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Performed regular audits and tests of infrastructure and applications.
- Fostered positive working environment that encouraged innovation, collaboration and accountability and managed end-user needs with functional and security responsibilities.
- Developed, tracked and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.
- Identified opportunities for application optimization, redesign and development and troubleshoot and resolved user and application issues.
- Cultivated highly-regarded technology services organization that sustained culture of respect, collective pride and individual and group professional development.
- Developed and maintained service level agreements for strategic applications and measured performance against objectives.
- Interviewed, hired and trained staff, leading performance reviews and offering constructive feedback.

IT Helpdesk Analyst

Saint Peter's Healthcare System

Aug 2013 - Feb 2022 (8 years 7 months)

- Masterminded troubleshooting of computer related problems related to internal client computing platforms and network connectivity.
- Performed software installation, upgrade and support as required.
- Utilized manual and automated processes/tools for the proper monitoring and maintenance of computing environments.
- Managed trouble tickets as required.
- Render assistance in supporting backup and restoring processes and procedures.

- Assisted in the design, deployment and maintenance of administrative, physical and technical security controls as they relate to the Help desk function/user communities.



IT Manager

ITV America

Mar 2018 - Sep 2021 (3 years 7 months)

- Design, develop, implement and coordinate systems, policies and procedures
 - C-level Exec Support
 - Procurement and Order placement & Inventory management
 - Managing crisis situations, which may involve complex technical hardware and software problems.
 - Resolve Support requests in an efficient and effective manner.
 - Deployed MDM Solution for Mobile and PC/MAC Environment.
 - Google G-suite Enterprise management.
 - Setting up Active Directory accounts and administration
 - Configuration, deployment and support of Mac and Windows operating systems.
 - Manage Mac/Windows Endpoints with Filewave MDM Solution
 - Mac File Server Administration and granting permissions to users
 - Managing the assignment of VPN/remote access to File Servers & Databases
 - Printer configuration and support for Mac and Windows
 - Maintain Software License to ensure compliance with all license agreements
- Internal System Management.



Senior Enterprise Support Specialist

Medidata Solutions

Mar 2016 - Mar 2018 (2 years 1 month)

- Adequate management of Helpdesk – Creating Users, provisioning equipment to agreed build standards.
- User hardware lifecycle management - Tracking and efficient stock control of Assets.
- Effective prioritization of workload.
- Provide and excellent Desk-Side Support.
- Manage users' expectations in an efficient, knowledgeable and professional manner.
- Proper learning on how systems function and the roles they perform.
- Provision of remote and hands-on support to events.
- Sales Force Administration.
- Technical Documentation for Internal IT knowledgebase
- Management of Global Sales Force Permission Sets.
- Manage all of Mobile Procurement and billing for East Coast
- Oversee Executive C-Level Support.
- Responsible for Global Company Off-Site Meetings.
- Windows 7 to Windows 10 Migration
- Supported ITIL improvements.
- Lan Desk Deployment for PC/MAC



Global Service Desk Engineer

RMS

May 2014 - Mar 2016 (1 year 11 months)

- Received, logged and managed calls from end-users through telephone, email, walk up and web submission.
- Took ownership of user issues and problems then follow up the status of issues/problems on behalf of the user and communicate the progress in a timely manner.
- Provided high quality customer support for all support queries and adherence to all service management principles.
- Responsible for 1st and/or 2nd & 3rd line support - gathering information, troubleshooting and resolving IT related incidents ranging from end-user software (OS, browser, Office, anti-virus, etc.), hardware (laptops, desktops, printers, scanner, mobile devices, etc.), client security (virus removal, security configuration, etc.) and network connectivity.
- Comprehensive experience the installation, upgrade, test and maintenance of software, hardware and peripherals.
- Maintained end-user software/hardware asset management and track changes.
- SCCM Deployment and light administration.
- Certified JAMF Admin (Imaging Mac)
- Assisted in end-user hardware/software deployment, including packaging and distributing software.
- Effectively executed end-user account management globally and service requests (provisioning and de-provisioning IT services, phone setup, laptop/desktop deployment, reset password, create groups, etc.).
- Published support documentation to assist end-users with requests for information and also to provide end-user basic training if required.
- Provided Cisco Unity Call management support.
- Microsoft Office 365 administration.



Desktop Engineer

Interpublic Group (IPG)

Jul 2011 - Jun 2014 (3 years)

- Provided day-to-day administrative functions and problem resolution related to desktop workstations printer, peripheral and network issues.
- Created and responded to desktop related tickets to determine appropriate corrective actions and/or escalation.
- Regular update of the ticket tracking system with status and fixes.
- Significant direct interaction with customers, requiring strong interpersonal skills with heavy focus on client relations.
- Installation of software and/or hardware peripherals, application of security patches and anti-virus updates.
- Troubleshot technical problems through the application of established techniques, procedures and specific standards as determined by the End-User Engineering Services team.
- Served as the local office primary point of contact for administration and hardware/software support for both new and existing file, print and application servers.
- Timely resolution of end-users' desktop computer issues, issuing/tracking loaner hardware, printer troubleshooting and configuration.
- Provided or assisted with user administration (adds, changes, deletes, disk space management, backups and file restores).
- Active participation in both new and existing infrastructure deployments and co-ordination of projects with IPG IT End-User Engineering Services, Core Services and Global Networking teams for the provision of site designs according to documented standards.
- Prompt response to after-hours/emergency support requests as needed.

- Provided Support to Avaya VOIP Phone system through Site Console.



Helpdesk Analyst

National Basketball Association (NBA)

Jul 2010 - Feb 2011 (8 months)

- Provision of Support service to 2000+ Users.
- Championed Inbound Call center, received incoming requests from clients, logged, assigned and where possible resolved in a timely manner.
- Logged all incidents and requests in ticketing system: Service Now.
- Provided support for Citrix, Windows XP, Windows 7, Microsoft Office 2003, Lotus Notes and Proprietary applications; Blackberry, HP and IBM/Lenovo Hardware.
- Performed administration functions to various systems, including: Active Directory.
- Successfully liaised with 3rd party computer manufacturers for break fixes.
- Active Directory user Account maintenance.



Desktop Support/Helpdesk Analyst

Whole Foods Market

May 2006 - Jun 2010 (4 years 2 months)

- Provision of Support service to 5000+ Users.
- Directed support for regional office including direct support for VP's and President.
- Consistently fixed rate through remedy ticketing system.
- Active Directory-Create, Modify User accounts, reset user passwords (Scripting, AD Management).
- Full involvement in the procurement of IT equipment (Servers, Laptops, Workstations, Cell phones).
- Competently directed support for Blackberry, smart phones (BES Server).
- Oversaw the Support for Mac's-MAC 9, OSX, Mac's on Active Directory (Entourage, Adobe Creative Suite, Filemaker).
- Played an integral role in the Fat32/NTFS Data recovery with proprietary tools.
- Quick familiarity with loading windows Systems manually or imaging via Symantec Ghost/Altiris.



Helpdesk Analyst

Bristol Myers Squibb

Mar 2006 - Sep 2006 (7 months)

Tier 2 Tech Support

Vonage, Edison

Jan 2005 - Jan 2006 (1 year 1 month)

Education



Middlesex College

Business Information Systems, Information Technology

2018 - 2023

Chubb Institute Of Technology, North Brunswick 2003

Certificate, Computer Systems Networking and Telecommunications

2002 - 2003
Networking Certificate



DeVry University
Bachelor's degree, Telecommunications Management
2001 - 2002
Telcom

Franklin High School

H.S; High School Diploma, High School/Secondary Diplomas and Certificates
1998 - 2001
Student

Licenses & Certifications



Certified Casper Admin - Jamf

Skills

Gsuite • Team Leadership • Project Management • VPN • A+ Certified • Software Installation • IT Management • Information Systems • System Administration • Technical Support

Honors & Awards

Phi Theta Kappa - Phi Theta Kappa Society

Sep 2018

Phi Theta Kappa Achievement through Course work at Middlesex County College, Edison, NJ