Chris Fiorito

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Professional Summary

Knowledgeable Information Technology Technician offering a strong understanding of device configuration, networking protocols and operating system specifications. Proficient in Microsoft and able to learn new processes, programs and procedures quickly to maximize contributions to user, team and business success.

Technical Skills

Hardware
Assembly, Maintenance, Drivers, Printers, Peripherals, Troubleshooting

Networks
Configuration, Servers, Modems, Routers, Switches, Hubs, WAN, LAN, WLAN, IEEE 802.3, TCP/IP

Operating Systems
Microsoft Windows 11, 10, 8, Mac OS X, 11+, Linux – GNU and KDE, Android, iOS

Software
Installation, Debugging, Microsoft Office, Exchange, and Visio, QuarkXpress, Adobe, Remote Assistance

Security
Virus and Malware Protection, Firewall, Maintenance, Monitoring, Backup, Recovery

Programming Languages
HTML 5, CSS 3, Java, JavaScript, AngularJS, PHP, SQL, SSI, ASP.NET, C#, Python

Experiences

Technical Support   February 2015 – Present
Sorenson Communications, Inc.   Salt Lake City, UT
- Work with customers remotely across the United States.
- Troubleshoot customers' videophones on any platform and the stand-alone videophone devices.
- Instruct customers how to use videophone devices and apps for smartphones/tablets and personal computers.
- Report software bugs.
- Provide remote desktop assistance.
- Instruct and configure routers, Wi-Fi access points and extenders, power-line adapters.

Information Technology   May – August 2010
Rochester School for the Deaf   Rochester, NY
- Installed and configured operating system – OS X; MacBook and iMac.
- Set up and configured school network, servers, and printers.
- Repaired, reinstalled, and troubleshot software on Mac and Windows computers.
- Instructed and trained faculty and students to use mainly MacBook laptops.
- Monitored network security.

Information Technology   September 2004 – June 2006
Rochester Institute of Technology   Rochester, NY
- Installed and configured operating system – Microsoft Windows and Linux; Ubuntu, OpenSuse, and Fedora.
- Set up, configured servers, sharing printers, and BIOS.
- Planned and implemented network security measures.

General Skills

Additional Occupations: Web Designer & Developer, Video Producer

Conversational Languages: French, Québec Sign Language (LSQ), American Sign Language (ASL)

Education

Bachelor of Science: Information Technology   2014
Rochester Institute of Technology   Rochester, NY
Information Technology, with advanced coursework in web development and databases