

Chris Broughton

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Experience

WEB APPLICATION DEVELOPER, ALGONQUIN COLLEGE - 2006 - PRESENT

- Planned, developed, and maintained web applications used by 2000+ users daily.
- Created an application suite that included issue tracking, document repository, wiki, and software inventory with mobile administration for technicians.
- Developed an equipment system that contains over 5000+ items and serves 200+ transactions a day. Designed to inventory, loan, and track equipment with the ability grow as users and administrators need new tools and features.
- Replaced an outdated room reservation system with a custom built web application that allows students to book room times, teachers to modify reservations, and administrators to track usage.

IT SUPPORT SPECIALIST, ALGONQUIN COLLEGE - 2005 - PRESENT

- Supported 500 PCs and 250 Macs (a third of the college's computers) on a day-to-day basis as part of a team of three.
- Deployed and maintained a mix of Windows, Mac and Linux servers, including web/DB servers, file shares, and Active Directory.
- Received "The Support Staff Team Award 2010" for outstanding service and support to the student body.

CUSTOMER SUPPORT, CONVERGYS ROAD RUNNER CONTRACT - 2002 - 2003

- Fielded 50+ calls a day, troubleshooting and solving a wide array of Internet and computer issues.

COMPUTER-BASED TRAINER, STUDENT CONNECTIONS - 1999 - 2002

- Specialized in training seniors and business owners to effectively use computers and technology for a federally sponsored Canada-wide initiative.

Education

COMPUTER SYSTEM TECHNICIAN, ALGONQUIN COLLEGE - GRADUATED 2006

- Focused on Desktop and Server technologies, including security, network configuration, and support standards.

INTERACTIVE MULTIMEDIA, ALGONQUIN COLLEGE - GRADUATED 2004

- Emphasized design principals, wireframing, web technologies, and the Adobe Suite of products.

A+ CERTIFIED

CERTIFIED APPLE HELP DESK SUPPORT SPECIALIST

Skills

Web Application Development: PHP/ASP, SQL/MySQL/MS SQL Server, Javascript/jQuery/ExtJS, HTML/CSS

Web Design: Photoshop, Illustrator, design principals, wireframing

System Support: 20 years desktop experience, 10 years server experience, Windows/Mac/Linux, web/database server setup and maintenance

References available upon request.