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## CHRISTOPHER MUNZ-MICHIELIN

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### PERSONAL ATTRIBUTES

- Effective communicator and problem solver
- Proficient in identifying and prioritizing tasks to meet deadlines under difficult time constraints
- Works well as part of a team or individually to set and achieve specific goals
- Quick learner with strong debugging and troubleshooting skills

### EDUCATION

- Certificate of Computer Network & Electronics Technician – Camosun College, Victoria, BC (June 2013)
- Diploma of Electronics & Computer Engineering Technology with Co-Op Designation – Camosun College, Victoria, BC (June 2012)
- Certifications: CompTIA A+; Hurricane Electric IPv6 Sage; Cisco Certified Network Associate (CCNA); ASTTBC membership

### SKILL SUMMARY

#### *Networking/Systems Administration*

- Proficient in the administration of various server platforms including Windows 2008 and 2012/2012-R2, Ubuntu Linux, Apple OSX, and FreeBSD 10
- Ability to deploy & administer services including DNS, Active Directory, DHCP, VPNs & Apache
- Computer networking and IP addressing including routing protocols and subnetting
- Confident in the administration of routers and switches from a variety of vendors, especially Cisco and Mikrotik
- Firm understanding of VoIP phone systems and experience administrating FreePBX
- Confident in the monitoring of backups and responding to errors as required
- Ability to assemble personal computers and servers using component parts
- Confident in the maintenance, analysis and expansion of small and medium networks

#### *Communication*

- Proficiency in referencing and updating technical documentation
- Effective speaker as demonstrated through the operating of regular ham radio nets and providing communication services for community events
- Responsive to the needs of clients and fellow employees and proven ability to interact with clients in difficult situations
- Ability to verbally communicate technical information effectively as demonstrated by providing technical support on the telephone and on-site

#### *Electronics*

- Building and troubleshooting circuits such as power supplies, analog to digital converters and audio amplifiers
- Experience using VHF, UHF and HF amateur radio communications systems
- Writing computer programs and websites in C, PHP, Batch and Bash
- Developing embedded programs in C on Microchip microcontrollers
- Testing and debugging hardware and software to ensure functional, high-quality products

**WORK EXPERIENCE****Junior Systems Administrator – Technology Guys IT Solutions** **July 2015 – Present**

- Analyzing, troubleshooting and resolving technical problems for desktops, servers and networks
- Updating firmware on routers, switches and other network devices
- Setting up new workstations including the installation of software and OS configuration
- Troubleshooting of server problems on Windows and Linux platforms
- Installing and configuring software on Windows and Linux servers
- Creating new users in Active Directory, Exchange, MySQL and LDAP
- Monitoring backups and troubleshooting failures

**Electronics Production Lead – Recce Robotics International** **July 2014 – July 2015**

- Building and testing remotely operated robotic systems from mechanical assembly drawings
- Designing and creating an inventory database using PHP and MySQL
- Setting up new computers maintenance of the office network
- Installing software and firmware into completed electronic assemblies
- Inventory management and documentation control

**Support Analyst – Live Virtual Help Desk Services Inc.** **Oct 2013 – July 2014**

- Analyzing, troubleshooting and resolving technical problems for Windows XP through 8
- Utilizing remote access tools to assist with troubleshooting
- Installing and maintaining peripheral devices such as printers and scanners
- Updating help desk tickets and escalating incidents when necessary

**Sales Associate – London Drugs Limited** **Dec 2008 – Present**

- Handling cash, assisting customers, computer sales specialist, restocking, training new employees, clean-up and other duties as assigned

**Co-op Student – Forest Technology Systems Ltd.** **Apr – Sept 2011; Jan – Apr 2012**

- Testing, assembling, calibrating, and refurbishing sensors and gauges for remote controlled weather stations
- Verifying proper operation of computer data loggers

**VOLUNTEER WORK**

- Served as past president and current director of the Westcoast Amateur Radio Association
- Provide communication assistance on ham radio for various community events, such as Royal Victoria Marathon, CARHA Hockey Tournament and Times Colonist 10K Race
- Participate in weekly on air Emergency Communication Exercise and operate the weekly WARA Monday night net once a month

**INTERESTS AND ACTIVITIES**

- Radio Communications (Certificate of Proficiency in Amateur Radio from Industry Canada and Restricted Operator's Certificate – Maritime)
- Computers – building, trouble-shooting, and server administration
- Producing videos on YouTube pertaining to technology and current events and responding to related technical questions
- Weather condition observations (member of the Citizen Weather Observation Project)