

# Christopher Poole

Buffalo, NY  
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## OBJECTIVE

To do something cool with computers, technology, linux, and or microcontrollers.

## EDUCATION

- 2007**                    **SUNY University at Buffalo**                    Amherst, NY
- BS Computer Science
- 2003**                    **Erie Community College**                    Buffalo, NY
- AAS Computer Information Systems
- 2000**                    **Clarkson University**                    Potsdam, NY
- Computer Science courses

## RELATED WORK EXPERIENCE

### **10/2007 – present**                    **Support Technician at a Public Middle School**

- Assist faculty with computer issues as needed
- Manage student accounts
- Diagnose hardware and software issues

### **11/2004 – 3/2005**                    **PC Tech Support at a Call Center**

- Answered inbound PC technical support calls
- Resolved customers' issues using personal knowledge and knowledge bases
- Followed procedures to set up repair when needed

### **6/2003 – 8/2003**                    **PC Support Intern at an Engineering & Consulting Firm**

- Installed Windows 2000 and application programs
- Duplicated systems using Symantec Ghost or hardware duplicator
- Performed software upgrades
- Placed systems with users and helped move preferences

### **9/2002 – 7/2003**                    **CIS Tutor at a Community College**

- Assist students in need of additional computer instruction
- Help debug student programs

## TECHNICAL SKILLS

Certifications: CompTIA A+, CompTIA Network+, CompTIA Linux+