

Chris Norton

Career Overview

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a well established organization. Working independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer Service and End-User Support. Easily identify and resolve technical issues and concerns. Presenter, Fosscon 2015, Director of Security, Fosscon 2016

Work Experience

Systems Engineer

04/25/2016 – Present The ATS Group

- * Linux Server Administration
- * SUSE Linux Server Support
- * AIX Server Support
- * Tomcat
- * Jboss

VOIP Support Technician

04/01/2015 – 04/22/2016 CoreDial Blue Bell, PA

- * Responsible for front line support of Service Providers.
- * Discovered several issues that helped resolve issues affecting multiple customers.

IT Technician

02/2014 - 04/01/2015 MShop360 Media, PA

- * Responsible for end user support via email, phone or on-site support.
- * Configured phones, PBX, asterisk servers, freePBX, Windows 7, Exchange, Outlook, and Server 2008.

RFDS

03/2013 - 11/2013 Pramira Richmond, VA

Richmond RFDS:

- *Responsible for designing cell sites for AT&T, accomplished 6 sites a day.

Richmond Drive Tester:

- * Responsible for accurate testing results of the LTE network for T-Mobile.

Drive Tester (Team Leader)

08/2008 - 03/2013 MobileComm Professionals Dallas, TX

- * Responsible for testing of the 3G, 4G, and LTE networks for major carriers in the USA.
- * Overseeing team members and completion of team projects.

Installer/Network Tech

05/2008 - 08/2008 AdComp Systems Carrollton, TX

- * Camera Installation and DVR's in school buses.
- * Ensured the wireless network operated smoothly to ensure constant flow of data from the school bus to the router, then to the Bus manager.
- * Installed servers and PBX's for customers and ensured their good working order.
- * Used Norton Ghost to create images for the DVR's used on the buses.
- * Handbuilt DVR's, ensuring good build and quality components were used.

Field Technician

11/2007 - 04/2008 PC Housecall Richardson, TX

- * Installed routers, computers, servers in the home and office.
- * Troubleshooted installations in home and office. As part of duties, had to troubleshoot and replace parts on site. Had a quick turn-around time on-site. Able to resolve most issues in a timely manner.

Technical Skills

SUSE Linux Enterprise 11, Ubuntu, RAID, LVM, AIX, Arch Linux

Education

Collin County Community College 2003-2004 General Education