

Guy Thierry Charles

Location: Matthews, NC • **Phone number:** (917) 342-5599 • **Email address:** guythierrycharles@gmail.com •
LinkedIn: linkedin.com/in/guy-thierry-charles-986bb167 • **Portfolio:** https://guytcharles.github.io/portfolio/ •
Website: https://www.giqcompsolutions.com

IT specialist and founder of GiqComp Solutions with 13+ years of experience in enterprise support, systems administration, technical implementation, and web platform delivery across healthcare, education, banking, and client environments. Strong focus on security, stability, and efficient troubleshooting, with a proven track record of delivering reliable solutions that improve performance, usability, and long-term maintainability.

Skills

Operating Systems: Windows 10/11, macOS, Linux, ChromeOS

Directory & Identity: Active Directory; MFA; least-privilege

Productivity & Collaboration: Microsoft 365/Exchange (admin), Google Workspace (admin), Jira, Zoho Desk/CRM

Endpoint Management: Imaging & deployments, asset management

Remote Support & ITSM: RDP, Dameware, TeamViewer; ServiceNow

Networking & Security: LAN/WAN; BitLocker; FileVault; EDR; SPF/DKIM/DMARC; MDM (Intune)

Web & Scripting: WordPress, Bootstrap, Tailwind CSS; HTML, CSS, JavaScript; PHP; Python

Tools & Platforms: Git, GitHub, Figma, Balsamiq, AWS (foundational), ChatGPT, Microsoft Copilot, Google Gemini, Hostinger (domain/DNS/email/hosting)

Professional Experience

07/2024 — present
Oceanside, NY

IT Support Technician Mount Sinai South Nassau

- Configure BIOS/UEFI and system settings; image/test/deploy endpoints;
- Install, configure, and troubleshoot printers and scanners.
- Deploy and support Workstations on Wheels (WOW) for bedside access to Epic and core apps.
- Provide L1/L2 deskside & remote support (Zoom, Teams, phone, email, RDP, Dameware).
- Resolve 20+ weekly tickets in ServiceNow, documenting resolutions and maintaining 95% SLA compliance.
- Managed asset tracking and inventory control, reducing discrepancies by 20%.
- Administer Active Directory (user lifecycle, permissions, security, distribution groups).
- Support Microsoft 365 (Outlook, Teams, SharePoint) and line-of-business apps.
- Execute migrations, hardware swaps, and infrastructure upgrades across the main hospital campus and affiliated clinical locations.
- Conduct Epic TDR testing, ensuring compliance across clinical and operational units.

09/2022 — 07/2024
New York, NY

IT Support Associate Research Foundation of CUNY

- Built a Google Workspace-based reporting/ticketing workflow, improving resolution time by 50%.
- Configured and deployed 150+ devices; lowered downtime by 30%.
- Delivered hardware/software troubleshooting to 20+ users weekly, cutting repeat incidents by 25%.
- Documented internal procedures and created user guides to streamline onboarding and support efficiency for end-users.

06/2017 — 09/2022
Brooklyn, NY

IT Support Technician & Youth Counselor Millennium Development

- Provided daily IT support for 20+ users and 50+ devices; achieved 98% uptime.
- Implemented preventive maintenance; reduced device downtime by 35%.
- Maintained and updated documentation of IT procedures and systems, ensuring consistency and faster issue resolution.
- Guided youth in understanding computer fundamentals, software usage, and basic programming concepts.

Professional Experience

01/2013 — 06/2017
Port-au-Prince, HT

IT Support Specialist Level 2 Unibank S.A.

- Configured and deployed 1,500+ workstations annually, resulting in a 40% improvement in efficiency and setup time.
- Resolved 25+ weekly tickets across the bank and affiliated sites.
- Managed user accounts and permissions in Active Directory, enforcing secure access controls and maintaining up-to-date asset inventory.
- Provided bank-wide deskside support, traveling to 6+ off-site locations weekly.
- Trained and mentored junior IT support staff, improving team capability and reducing resolution time for escalated issues.

Freelance & Technical Projects

01/2025 — present
Matthews, NC

Founder & IT/Web Solutions Developer GiqComp Solutions

- Launched an IT and web solutions platform providing technical support, website development, cloud setup, and domain/DNS management for small businesses.
- Designed and deployed responsive websites using WordPress with HTML/CSS/JavaScript, Tailwind, and Bootstrap; configured hosting, SSL, domains, and email through Hostinger.
- Built secure client portals with scheduling, contact forms, ticketing workflows, and automated notifications.
- Implemented Zoho Mail, Zoho Desk, and CRM tools to streamline communication and support operations.
- Delivered remote IT support, including endpoint setup, OS configuration, Microsoft 365/Google Workspace administration, malware prevention, and troubleshooting.
- Managed cloud integrations and APIs, including AI-powered features using ChatGPT and Gemini for automated workflows and client tools.

Notable Projects

- **GiqComp Solutions (Business Website)** — Developed a full IT services website using a custom WordPress theme with HTML/CSS/JS enhancements, DNS and email configuration, service pages, and a client support portal.
- **CLT Furniture (Client Project)** — Designed and developed a responsive product interface with optimized imagery and clean UI/UX patterns to enhance browsing and visual presentation.
- **ConsultCareConnect (Telehealth Prototype)** — Designed and developed a HIPAA-conscious web UI using HTML/CSS/JS featuring appointment booking, symptom checking, and dark/light mode support.
- **PlanifyVerse (AI Study Planner)** — Created a responsive AI-powered study planner using Flask + JavaScript with dynamic schedule generation via ChatGPT API.
- **Bug Tracker App (Web Application)** — Built a PHP/MySQL bug tracking system with ticket routing, real-time updates, and developer assignment features.
- **Portfolio (Personal Project)** — Developed a modern, responsive portfolio with semantic structure, accessibility best practices, and optimized CSS framework implementation.

Education

08/2022 — 05/2025
Burlington, VT

Web Design and Development | Bachelor of Science Champlain College | GPA: 4.0 - Summa Cum Laude

09/2019 — 06/2022
Brooklyn, NY

Computer Information Systems | Associate in Applied Science Kingsborough Community College | GPA: 3.9 - Summa Cum Laude

10/2007 — 12/2009
Port-au-Prince, HT

Information Technology | Associate of Science University of Saint Gérard