Guy Thierry Charles

Address: Matthews, NC 28105
Phone number: (917) 342-5599
Email address: guythierrycharles@gmail.com
LinkedIn: linkedin.com/in/guy-thierry-charles-986bb167
Portfolio: guytcharles.github.io/portfolio/
Website: www.giqcompsolutions.com

👤 Profile

IT support specialist and web designer/developer delivering reliable end-user support, systems administration, and responsive web experiences. Founder & CEO of GiqComp Solutions, combining hands-on IT support expertise with full-stack development to deliver secure, scalable solutions for small, medium, and large businesses.

🔖 Core Skills

- **IT Ops & Support:** Windows, macOS, Linux; endpoint imaging & deployments; asset management; printers/scanners; remote support tools (RDP, DameWare, TeamViewer); ITSM/ticketing (ServiceNow).
- **Systems & Network:** Active Directory (user/group/admin tasks); LAN/WAN; Microsoft 365 & Google Workspace; backup, restore, disk encryption (FileVault, BitLocker); patch management.
- **Security:** MFA; endpoint protection/EDR; phishing prevention; password policies; email authentication (SPF/DKIM/DMARC).
- **Web & Apps:** HTML, CSS, JavaScript; Python (Flask), PHP; Tailwind, Bootstrap, WordPress (themes, plugins); Figma, Balsamiq (wireframing, prototyping); GitHub; AWS (foundational).
- **Soft Skills & Languages:** Communication, collaboration, problem-solving, time management; English (fluent), French (fluent), Haitian Creole (fluent).

💼 Experience

07/2024 – present
Oceanside, NY

IT Support Technician (Epic Readiness Project)
Mount Sinai South Nassau Hospital (TEKsystems Contractor)
- Set up, install, and troubleshoot Workstations on Wheels for clinical teams.
- Manage user accounts and permissions in Active Directory.
- Resolve 20+ hardware/software tickets weekly hospital-wide; maintain 95% SLA compliance.
- Conduct Technical Dress Rehearsal (TDR) testing for Epic implementation.
- Support migrations, hardware swaps, infrastructure upgrades, and provide remote technical support hospital-wide.

09/2022 – 07/2024
New York, NY

IT Support Associate
Research Foundation of CUNY
- Built a Google Workspace-based reporting/ticketing workflow; reduced resolution time by 50%.
- Deployed 1000+ devices and delivered hardware/software troubleshooting to 20+ users weekly.

06/2017 – 09/2022
Brooklyn, NY

IT Support Technician & Youth Counselor
Millennium Development
- Provided daily IT support for 50+ devices; achieved 98% uptime.
- Implemented preventive maintenance; reduced device downtime by 35%.

01/2013 – 06/2017
Port-au-Prince, HT

IT Support Specialist Level 2
UNIBANK S.A.
- Configured and deployed 1,500+ workstations annually, improving efficiency and setup time by 40%.
- 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.

🖇 Projects

02/2025 – present	**Professional Website (WordPress / Platform Integrations)** **GiqComp Solutions** • Launched professional IT services site on WordPress (Hostinger); custom theme work, performance/SEO/accessibility tuning. • Built service portal: booking, ticketing, and contact flows; integrated Zoho Mail, Calendly, Zoom, and Lyro AI.
10/2024 – 01/2025	**Web App - Full-Stack Developer (Python / Flask)** **PlanifyVerse** • Built an AI-powered study-planner web app (Flask, HTML/CSS/JS); integrated LLM workflows for personalized schedules and responsive UI.
05/2024 – 09/2024	**Telehealth Site Prototype (HTML, CSS, JavaScript)** **ConsultCareConnect** • Designed a telehealth prototype (HIPAA-conscious UX), including booking, symptom checker, and light/dark UI.

🎓 Education

05/2025	**Web Design & Development	B.S.** **Champlain College**
06/2022	**Computer Information Systems	A.A.S.** **Kingsborough Community College**
12/2009	**Information Technology	A.S.** **University of Saint Gérard**

☑ Certifications & Honors

06/2025	**Alpha Sigma Lambda, Xi Beta Chapter at Champlain College**
01/2023	**President's & Trustees' List at Champlain College**
03/2022	**Phi Theta Kappa at Kingsborough Community College**
07/2020	**National Society of Leadership and Success at KBCC**
04/2020	**TestOut PC Pro Certified**