

# Christopher Smith

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## *Information Technology Specialist*

*Microsoft certified IT professional with extensive background in network infrastructure, system administration, help desk support, technical support, and customer service. Highly adept at problem-solving, strategic planning, and technical documentation with advanced skills in Microsoft, Apple, and Linux applications.*

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## *Professional Experience*

### **Csmith Solutions - Casselberry, FL**

#### **Independent Freelance IT Professional - Owner**

**Jan 2023 – Present**

- Offers freelance support, and consultation services as wife manages multiple hair salons in the area while raising a 5-year-old visually disabled daughter who recently started school in August 2024.
- Frequently attends publicly available Microsoft training sessions in Azure and Copilot, enhancing skills in cloud services and AI technologies while consistently completing online Microsoft training courses.
- Set up a public Azure environment to host and test various Azure services, including a virtual network, multiple virtual machines, a public IP, AI developer tools, and a static web app containing a professional portfolio which can be found at [csmith-solutions.com](http://csmith-solutions.com).
- Obtained multiple certifications from Microsoft, Google, and Coursera in 2024 with an ongoing commitment to continuous learning by adding new certifications to repertoire every 2-3 months.
- Gained advanced expertise with pro AI models such as ChatGPT, Copilot, Gemini, DeepSeek, and Grok while incorporating them into daily use for certification exam preparation, graphic design, and software development. Additionally, ChatGPT is frequently used to draft various enterprise IT scenarios such as migrating on-prem Exchange accounts to Entra in 365 to enhance publicly available training resources.
- Developed a Python program in February 2025 that extracts questions from a webpage via html tags, sends data to ChatGPT via the OpenAI API, and selects multiple-choice answers based on the responses.
- Utilizing Azure Foundry to design a custom LLM trained on personal troubleshooting techniques and documentation templates to guide end users through basic help desk support tasks.
- Curating an ongoing knowledgebase by saving summaries of every reviewed issue and document into OneNote, covering a wide scope of support topics in a large highly searchable repository.

### **Full Sail University – Winter Park, FL - (800) 226 7625**

#### **Information Media Technology – Help Desk System Administrator**

**Jan 2020 – Jan 2023**

- Administered an enterprise network of more than 5000 thousand endpoints across 2500 end users through Microsoft Endpoint Manager and an on-prem Active Directory domain attached to MDM platforms such as Intune and JAMF in a hybrid Azure environment.
- Maintained ownership of end user tickets in Zendesk while providing help desk support to campus faculty, and staff through remote consultations, and physical office appointments with an intentional focus on customer service in troubleshooting for a wide range of technical issues.
- Upheld endpoint stability, and network availability through regular compliance audits and application updates via Azure and utilizing network monitoring tools such as Splunk while providing Identity Access Management (IAM) via Active Directory Domain Services, and Azure AD (Entra).



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## *Professional Experience (Cont.)*

**Full Sail University – Winter Park, FL - (800) 226 7625**

**Information Media Technology – Help Desk System Administrator**

**Jan 2020 – Jan 2023**

- Facilitated enrollment of Windows and Apple devices into their respective MDMs, via JAMF and Autopilot while overseeing imaging for Mac OS and Windows endpoints before deploying them to users.
- Provided asset tagging, tracking, logging, and management for all deployed devices via Snipe.
- Achieved a seamless transition to remote operations for all on-prem employees within 72 hours during the Covid-19 disaster response while preserving consistent call center availability for all students.

Applied skills: *Windows NT, Mac OS, Ubuntu, Microsoft Server, Microsoft Azure, Office 365, Endpoint Manager, System Center Configuration Manager (SCCM), Active Directory, Azure AD, Intune, Autopilot, VMware Fusion, JAMF, Snipe, Splunk, Confluence, Cisco IP Communicator, Cisco AnyConnect, Role Based Access Controls (RBAC), Single Sign-on (SSO), Microsoft Authenticator, Duo Mobile, Citrix Workspace, Salesforce, OSI Model, TCP/IP, DHCP, SMTP, IMAP, ICMP, VOIP, Cisco Unified Call Manager, Bash Script, Windows Terminal, PowerShell*

**Alorica – Lake Mary, FL - (866) 256 7422**

**Dell ProSupport Technician**

**Nov 2018 – Dec 2019**

- Provided tier 1 & 2 phone support with a strong emphasis on customer service for Dell ProSupport clients experiencing issues with hardware, and software in Windows NT / Linux based environments.
- Retained ownership of end-user tickets in Salesforce while keeping consistent engagement through regular phone / email consultations until the customers confirmed that all their issues were completely resolved.
- Provided diagnostic support for clients to discover faulty hardware components requiring repair or replacement.
- Created dispatches for either mail-in or onsite repairs to address damaged / faulty Dell hardware components.
- Developed troubleshooting templates that our trainers and leadership adopted as guidance tools for struggling agents and new hires which increased the issue resolution rate and decreased the overall call handle times of agents on the floor by as much as 30%, especially those in their first week of taking calls.

Applied skills: *Windows NT, Ubuntu, RedHat Linux, Microsoft Server, Office 365, VMware Fusion, Citrix, Workspace, System Center Configuration Manager (SCCM), Active Directory, VMware Fusion, Salesforce, OSI Model, TCP/IP, DHCP, SMTP, IMAP, ICMP, Bash Script, Windows Terminal, PowerShell*

**Apple Inc – Orlando, FL – (HR Contact not Available)**

**Senior Technical Advisor**

**Mar 2012 – Dec 2016**

- Delivered tier 1 & 2 phone support for Apple customers seeking assistance with their Mac OS & iOS devices in addition to their iCloud / iTunes accounts.
- Provided help with troubleshooting Mac OS configurations / system software while also offering imaging support and diagnostic aid to discover faulty hardware components for repair or replacement.
- Set up customer dispatches for either mail-in repair or in-person Genius Bar appointments to resolve hardware issues.

Applied skills: *Windows NT, Mac OS 10.6+, Microsoft Office, VMware, Virtual Box, OSI Model, TCP/IP, DHCP, SMTP, IMAP, ICMP, iCloud, Bash Script*

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## Education

**Valencia College, Orlando, FL**

**Graduated May 2011**

**GPA 3.98**

- Associate of science (AS) in Computer Engineering Technology (Cisco)
- Associate of arts (AA) in general studies

- Phi Theta Kappa

**University of Central Florida, Orlando, FL**

**(Attended 2012)**

- Bachelor's in computer science (incomplete)
- Completed courses in Comp Sci 1 & 2, C++, Java, SQL Databases.

## Industry Certifications

**CompTIA / A+:**

Career ID: *COMP001006756514*

**Microsoft / Azure Fundamentals:**

Credential ID: *78980CDB28D71599*

Certification Number: [A8CIA5-OBDB99](#)

**Microsoft / 365 Fundamentals:**

Credential ID: *70E8794EA02BA0D3*

Certification Number: [B9B2B2-35O443](#)

**Coursera / Google:**

Google IT Support

Certification ID: [JOPOUS6BGBWR](#)

**Coursera / Microsoft:**

Microsoft 365 Fundamentals

Certification ID: [M318L86XNZ4](#)

## Training & Certificates

### Valencia

Cisco System Associate (CCNA)

Computer Information Technology Specialist

Wireless and IP Communication Technician

Micro Computer Repairer/Installer

### LinkedIn

[Prepare for the Azure Fundamentals Certification](#)

[Prepare for the Microsoft 365 Fundamentals Certification](#)

[Azure for Developers: Resource Planning](#)

[Windows 10: Administration](#)

[Microsoft Entra ID: Basics](#)

[Azure Network Security for Beginners: Tools and Services](#)

[Azure: Understanding the Big Picture](#)

[Learning Azure Management Tools](#)

[Learning Office 365 \(Microsoft 365\)](#)

[Customer Service: Problem Solving and Troubleshooting](#)

### Applied Skills and Studies:

<b>Operating Systems:</b>	<b>System Administration:</b>	<b>Network Administration:</b>	<b>Cloud Services:</b>	<b>Coding Languages / Prompt Engineering</b>
Windows 98+, Mac OS 10.6+, Ubuntu, Debian, Fedora, Slackware Gentoo, Kali, RedHat	Microsoft Server, Office 365, Endpoint Manager, System Center Configuration Manager (SCCM), Active Directory, Microsoft Entra: ID, Domain Services, External ID, Azure Load Balancers, Azure Containers, Intune, VMware Fusion, JAMF, Snipe, Splunk, Service Now, Confluence, Cisco IP Communicator, Cisco AnyConnect, Role Based Access Controls (RBAC), Single Sign-on (SSO), Microsoft Authenticator, Duo Mobile	OSI Model, Subnetting, Routing, Switching, VLANs, Gateways, TCP/IP, DHCP, NAT, ICMP, VOIP, BGP, IGMP, Cisco IOS, Cisco Unified Call Manager	Microsoft Azure, Google Cloud Platform, iCloud, Amazon Web Services (AWS)	Copilot, ChatGPT, Gemini, Grok, Bash Script, Windows CLI, PowerShell, Python, C++, JAVA, Visual Basic / VBA