

Chris Harrington

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Employment History

Customer Contact Services <http://www.yourccsteam.com> Dec 2013 - Jan 2014

Accomplishments

- Participated in a major client launch, providing SQL support and optimization to team.
Results: Agile development, Shorter turnaround times, Lower support and development overhead.
- Built customer-facing reports and tools using [Logi Info](#) integrated with an [Amtelco](#) environment.
Results: Workflow improvements, Shorter quote-to-bill times, Optimization of hourly resource allocation.

Experience

- 2 months Logi Analytics work
- 2 months Amtelco Infinity tools
- 2 months team IT support

Advanced Control Systems Design, Inc. <http://www.acsdi.com> Oct 2005 - Nov 2013

Accomplishments

- Streamlined product delivery by building a custom suite of tools tailored to staff and customers.
Results: Agile development, Shorter turnaround times, Lower support and development overhead.
- Built Project Management and Scheduling tools that integrated tightly together and met custom requirements.
Results: Improved asset allocation, Improved individual workload management, Reduced delivery lead times.
- Researched and deployed [TeamViewer](#) as a full remote support solution for all on-site technicians.
Results: TeamViewer integrated into workflow, Increased on-site technician productivity, Better support.
- Researched and migrated to [Google Apps](#) platform for email, calendars, contacts, file sharing, and branding.
Results: Better email uptime, Bigger email attachments, Lower administrative impact, Better collaboration.
- Researched and migrated company to [Asterisk](#) VoIP system with integration into in-house metrics & existing tools.
Results: Better customer recognition, Increased call capacity, Enabled seamless telecommuting for staff.

Experience

- 8 yrs [AMX](#) Programming
- 7.5 yrs [Crestron](#) Programming
- 2 yrs mentoring new Crestron staff
- 7 yrs [Apache/PHP/SQL/CSS/JS/HTML](#)
- 6.5 yrs [Linux](#) System Admin and IT
- 6.5 yrs Windows Server 2003 Admin
- 5 yrs AV system design in CAD & Visio
- 8 yrs on-site installation & support
- 8 yrs customer telephone support

The Computer Shop <http://www.thecomputershopofforestlake.com> Jan 2005 - Oct 2005

Accomplishments

- Created best practices for use during repairs. **Results:** Lowered risk and loss during repairs.
- Standardized maintenance and repair products. **Results:** Better presentation for products.
- Built customer maintenance history database. **Results:** Enabled warranty coverage & support.

Experience

- 9 months customer service
- 9 months computer repair
- 9 months small business IT

Technical Interests and Skills

- Programming with particular interest in uniting distinct systems into a more useful coherent tool
- Professional AMX and Crestron AV programming specializing in corporate environments
- [T-SQL/SQL Server](#), [PostgreSQL](#), and [MySQL](#) database design and integration
- HTML, JavaScript & CSS with a focus on internal tools, reports and metrics
- Strong IT familiarity particularly on [POSIX](#) platforms, moderate IT familiarity with Windows
- Broad background in [IP Networks](#), [Crypto](#), [Virtualization](#), [VoIP](#), [RS232](#), [Videoconferencing](#)
- Personal interest developing with [Objective-C](#), [Google Go](#), [C](#), and all of the above
- Word/Excel/Access/Outlook/PowerPoint, but also Google Drive & OpenOffice/LibreOffice equivalents

Personal Strengths

- Process-oriented and organized
- Driven to make excellent tools
- Continual focus on professionalism
- Strong communication skills
- Motivated by great solutions
- Excited to learn and teach