


CHRISTOPHER ROHDE

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EXECUTIVE SUMAMRY

Service leader and systems support expert with a passion for team development, IT process, knowledge management and automation | Fifteen years managing service, user support. and infrastructure for dynamic high growth industries



EXPERTISE

- Client Experience
- Service & Operations Management
- Systems & Cloud Administration
- KPIs & Reporting
- IT Service & Process Management
- Team Development
- Endpoint Administration & Management
- Product & Vendor Management



CAREER EXPERIENCE

SR Engineer | MSP Builder

Remote Role

FEBRUARY 2020 – PRESENT

- Championed, streamlined and documented client onboarding and operational process
- Delivered contributions to process, product management and solution design
- Rapidly developed expertise in Kaseya VSA and MSP Builder custom software
- Elevated support experience for Managed IT providers using Kaseya VSA and MSP Builder custom software

IT Support Manager | MedMen Enterprises

Remote Role

MAY 2018 – DECEMBER 2019

- Remotely managed national technology support team responsible for desktop, mobile, network and custom SaaS support.
- Implemented critical support systems and desktop security projects
- Developed and Administered ServiceNow instances for ITSM
- Managed team responsible for 24-7 end user and infrastructure support for Retail, corporate and manufacturing
- Managed projects to open or upgrade locations around the US
- Built ServiceNow reports, dashboard and workflows to measure and achieve ITSM goals
- Streamlined IT new hire process and training to successfully onboard more than fifteen employees a week during peak growth



CAREER EXPERIENCE CONTINUED

Manager, Managed Services | Network Doctor

Englewood Cliffs, New Jersey

JUNE 2017 – FEBRUARY 2018

- Managed a team that owned administration of cloud services, data centers and client network infrastructure
- Ensured health and performance for client and data center VMWare hosts using vCenter and other monitoring tools
- Worked cross-functionally with service desk, project engineers and account management to resolve client technical escalations and scope projects

IT Consultant | Electronic Environments

New York, New York

NOVEMBER 2015 – JANUARY 2017

- Provided end-user support and training for new ITSM tool and general IT
- Provided process and technical assistance to sales and service teams
- Delivered projects including asset management, PC deployments, Office 2016 upgrade, and IP security cameras

IT Consultant | KJ Technology

New York, New York

AUGUST 2007 – OCTOBER 2015

- Developed and directed a 24/7 service desk as the business moved from consulting to managed IT services
- Responsible for daily service and operations management for high performing business across service, financial, hospitality and entertainment industries
- Delivered reliable and modern network infrastructure, exchange migrations and hosting, and server virtualization projects
- Provided hands-on administration and support for a core technology stack including ConnectWise, Labtech, VMWare ESX, Windows Server, Cisco business networks, HP servers and workstations and mobile device management



SKILLS

- ServiceNow, ConnectWise & Zendesk
- Automate, Ivanti, Kaseya, Intune, Addigy
- PowerShell, Git, Bash, Python
- Windows 10, Mac OS X Linux
- Hyper V, VMWare ESX, VirtualBox
- Azure, Office 365 & MS Office, Adobe
- ServiceNow Reporting & Dashboards
- HTML, CSS, Selenium, Pandas