

CJ Chamberlin

Bennington, VT

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Computer Information Systems major with hands-on experience in help desk support, networking, and system troubleshooting. Skilled in Windows environments, system administration, and computer hardware, with a strong focus on diagnosing and resolving technical issues. Seeking an entry-level IT or support role where I can contribute immediately while continuing to grow in a hands-on technical environment.

Technical Skills

IT/Computer

- Networking: TCP/IP, DNS, DHCP, subnetting, network troubleshooting (ping, traceroute)
- Operating Systems: Windows 10/11 administration, basic Linux (Ubuntu)
- System & Hardware Support: PC building, hardware repair, system diagnostics, troubleshooting
- System Administration: User accounts, file systems, permissions, system updates
- Databases: MySQL, PostgreSQL (setup, basic management)
- Tools: XAMPP, phpMyAdmin, VS Code, Remote Desktop (RDP)
- Command Line: Windows CMD, basic Linux terminal
- Security Basics: Malware removal, basic system security practices

Projects / Hands-On Experience

- Set up and managed a Raspberry Pi LAMP server (Apache, MySQL, PHP)
- Built and managed databases (MySQL/phpMyAdmin)
- Troubleshot system and network issues in lab environments

Additional Technical Knowledge (*optional but nice section*)

- Basic scripting: HTML, CSS, JavaScript, PHP
- Java programming

Other Skills

- Customer support & technical assistance
 - Problem-solving & troubleshooting mindset
 - Time management & task prioritization
 - Leadership & team supervision
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Education

Bachelor's Degree in Computer Information Systems (CIS)

Vermont State University

Work Experience

Help Desk Support Technician

Vermont State University- Castleton IT Department

September 2025- Current

- Provided technical support to students and staff for hardware, software, and account issues
- Troubleshot Windows systems, login issues, and application errors
- Assisted with password resets, system access, and general IT support requests
- Delivered customer-focused support in a fast-paced environment

Shipping and Receiving Team Leader

Hubbardton Forge- Castleton, VT

March 2023- September 2024

- Led and supervised a team of 5 employees in daily warehouse operations
- Trained team members on processes and equipment
- Tracked performance metrics to improve efficiency and workflow
- Improved SOP documentation to make processes clearer and easier to follow

Shipping & Receiving Team Member

Hubbardton Forge- Castleton, VT

June 2021- March 2023

- Processed incoming and outgoing shipments and verified product quality
- Used computer systems to track inventory and shipments
- Coordinated with team members and shipping partners to ensure timely delivery

Additional Work Experience

Held various roles in customer service, logistics, and labor positions, developing strong communication, reliability, and teamwork skills since 2011. (There is an additional Work History document with all past experiences if needed)