

Chris Roeszler

Objective

To obtain a position that will allow me to use my skills to troubleshoot new and existing computer issues so I can continue to enhance my skills.

Experience

2008-Present VMC Fargo, ND

Dynamics GP Technical Support Specialist (Systems)

- Troubleshoot Install, Upgrade and General Systems issues
- Stream with Partners and Customers
- Research and test issues to provide accurate resolution options
- Take detailed case notes
- Assist fellow engineers

2008-2009 Volt/VMC Fargo, ND

Dynamics GP Technical Support Specialist (Integration Manager)

- Troubleshoot Integration Manager issues
- Stream with Partners and Customers
- Use VKB, Product Studio to research support information
- Take detailed case notes
- Assist fellow engineers

2007-2008, 2011 Volt/VMC Fargo, ND

Office Accounting Support Specialist

- Troubleshoot Install, Upgrade and General Systems issues
- Stream with Customers
- Use VKB, Product Studio to research support information
- Write Solution Objects
- Take detailed case notes

Information Technology Services (NDSU) 1996-1999 Fargo, ND

Student Consultant, Residence Hall Consultant (ResCon)

- Campus-wide computer support
- Create and maintain new Residence Hall Network (ResNet) website
- Administer Windows-based network for Architecture

Education

1996-1998 North Dakota State University Fargo, ND

Computer Science

- In progress

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References

References are available on request.