

Cole Pratte

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EDUCATION

Newington High School

Newington, CT

2018

The Odin Project

2023-present

PROFESSIONAL EXPERIENCE

CTComp, Inc.

Plantsville, CT

System Engineer

2022– present

Provide hundreds of clients with IT services such as IaaS, SaaS, DR, and more.

RDS Server Upgrade

- Configured new RDP management and session host server with needed apps and services
- Set up RD gateway so devices outside of the network can connect securely

DUO Multi-Factor Integration

- Deployed DUO proxies and configured GPO to push DUO for Windows installations to all workstations in the domain
- Created procedures to follow for new users as well as documentation to make the turnover smooth for existing ones

New Client On-Boarding

- Documented current policies and procedures in place and how to integrate into our policies
- Gained access of management systems from past IT provider and updated all information to ours
- Created new procedures for monitoring, supporting, and deploying systems to the needs of the client

Global Help Desk Services

Rocky Hill, CT

Help Desk Analyst

2021– 2022

Level one help desk that provides low level IT support for thousands of end users spread across multiple companies.

Artisan Design Group Data Center Migration

- Led my team in the migration of our biggest client while they switched from Vayu to TPX
- Managed the support of over 3,000 end-users while making sure our other clients stayed supported
- Created procedures and policies to ensure effective troubleshooting by all agents

On/Off-Boarding Lead

- Oversaw the training of new hires and documentation of the on/off-boarding process
- Ensured timely and accurate creation/termination of all user accounts by documenting structured procedures to follow
- Collaborated with other IT personnel to adapt and improve current procedures and policies for the changing needs of our users

Golfers' Warehouse

Hartford, CT

Salesman/Repair Tech

2016-2021

Golf Outfitter servicing golfers all over New England. Specialized in club fitting and sales as well as club repair.

- Recognized as a top salesman in the company for three years

VOLUNTEER EXPERIENCE

Make-A-Wish

Trumbull, CT

Volunteer System Builder

2020-2023

ADDITIONAL SKILLS

- HTML, CSS, JavaScript
- Proficient in Microsoft Server Systems (RDS, Exchange, Azure, etc.)
- Windows, MacOS System Support and Configuration
- 365 Administrator
- Excellent interpersonal skills with end users of all technological backgrounds while deploying/supporting new Apps/Systems
- Over 8 years in building and configuring variously purposed Windows Systems
- Skilled with remote support tools, (LogMeIn, Citrix, TeamViewer, Kaseya, Windows RDP)