

Chris Arkwright

CAPM & A+ Certified IT Technician

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Experienced IT professional with a solid history of technology projects. Accomplished at conducting research on complex issues, communicating recommendations, and affecting technological transitions. Extremely capable trainer and collaborative project leader, and adept at working with multidisciplinary teams.

Skills & Expertise

- Technical Troubleshooting
- Customer Service
- Diagnostics & Repair
- Analytical Problem Solving
- Project Management
- Stakeholder Communication
- Systems Analysis
- Web Technologies
- End-User Training

Professional Experience

IT Specialist | Presque Isle Downs & Casino | Erie, PA 10/2018 – 3/2019

- Provided level 1 and 2 support to users on all IT systems and equipment in a 750+ user environment.
- Repaired equipment, coordinated with vendors, and managed RMA service requests.
- Utilized help desk ticketing software and created knowledge base documentation.
- Fulfilled mandatory 24/7 on-call needs, supporting emergency helpdesk functions during off-hours.
- Performed weekly and monthly tape media system backups.
- Assisted Network Administrator with infrastructure projects, including setting up new state-of-the-art data center to replace legacy systems, as part of new ownership transition.

IT Consultant | Erie, PA 1/2018 – 10/2018

- Worked with several companies and NPOs to evaluate systems and advise on technology improvements to reduce expenses and increase efficiency.
- Provided technical support and training to improve employee capabilities.
- Collaborated with management to design and implement key strategic initiatives.
- Advised local social service NPO to develop a successful consolidation strategy of overlapping technology services to reduce costs, yielding a savings of over \$8,000 annually.

Sales & Business Development Manager | DRS of Erie | Erie, PA 6/2017 – 1/2018

- Prospected for new growth opportunities and business partnerships for a disaster restoration business, exploiting project and contact management software to generate leads.
- Collaborated with construction project managers on job intake, contracting, estimates, scope of work, and provision of emergency repair services.
- Liaised with insurance companies, management, and customers.
- Devised multi-channel online and print marketing outreach, including on social media.
- Expertly utilized forward-thinking technologies to capture 30% of new sales.

Staffing Coordinator | Infinity Resources, Inc. | Erie, PA

11/2015 – 6/2017

- Directed personnel implementation for regional provider of temporary and career services.
- Liaised with company managers and hiring directors to determine client staffing requirements.
- Served as on-site coordinator for high-priority clients in Dunkirk, NY and Westfield, NY.
- Provided essential oversight of labor pool, selecting and interviewing candidates, reviewing resumes, vetting references, completing applicant dossiers, and utilizing CRM software.
- Promoted to lead coordinator of Erie market, yielding a 250% increase in revenue.

ReStore Manager | Habitat for Humanity | Erie, PA

8/2014 – 11/2015

- Oversaw sales operations for a non-profit organization's retail venue.
- Designed and implemented more effective marketing materials.
- Established new policies and procedures, and implemented electronic inventory control.
- Instructed employees and coordinated volunteer staff.
- Directly responsible for a 22% increase in sale revenue in the first three quarters.

Project Manager | AerCharge, LLC | Erie, PA

12/2013 – 6/2014

- Provided operational direction and product development for technology startup, advancing prototype designs, implementing system processes, and defining technical infrastructure.
- Brainstormed with company founder on business plans, market research, and seed capital.
- Maximized leadership skills guiding technical team through R&D, testing, and prototyping.
- Developed requirements for website, email, cloud-based data storage, and other technologies.
- Successfully built a multi-disciplinary team and lead team to developing a working phase 1 prototype.

Owner | Think Bigger Media, LLC | Erie, PA

4/2008 – 12/2016

- Gained technological sophistication, vast business development knowledge, and extensive operations experience, as leader of a web services company.
- Directed daily business operations, sales strategies, and client contracts.
- Collaborated with programmer to marry frontend and backend designs to custom CMS.
- Designed and developed UX/UI and to generate desired user experience.
- Creatively produced dozens of engaging and feature-rich websites for area businesses and NPOs.

Education

B.A. in Earth Sciences, concentration **Geographic Information Systems** – Edinboro University

Certifications

Certified Associate in Project Management (CAPM) – Project Management Institute (PMI)
CompTIA A+

Volunteer and Community Service Activity

Website Administrator, Erie DAWN, 2018 – Present

Geocaching Volunteer, PA Department of Conservation and Natural Resources, 2011 – Present

President, Young Erie Professionals, 2015 – 2017

Professional Affiliations

Project Management Institute (PMI) – Active member of National and Erie Chapter