

CHRISTOPHER HAMERSLY

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Websites, Portfolios, Profiles

- LinkedIn profile - <http://www.linkedin.com/in/chris-hamersly>
- Portfolio and writing samples - <http://www.slotfulfilled.com>

Professional Summary

A seasoned I.T. Professional with 15+ years of experience, I am now seeking a Technical Writer position to achieve greater stability and personal fulfillment. Known for my reliability, timely execution, and superior performance, I bring a dynamic enthusiasm, meticulous attention to detail, and strong teamwork skills to every project. Committed to continuous learning and development, I aim to significantly contribute to my next employer's success while advancing my professional skills.

Skills

- Product Organization
- Effective Writing
- Instructional Writing
- Technical Research

Work History

Warehouse Clerk, 11/2022 to 3/2024

KeHE / DPI Specialty Foods – Tualatin, OR

- Processed invoices for customers and searched for missing product throughout the warehouse
- Utilized ChatGPT to create a VB script in Excel to help update invoices
- Proactively created documentation covering all aspects of my position
- Wrote more than 15 standard operating procedures (SOPs) detailing day-to-day tasks

Racing Data Operator, 05/2022 to 10/2022

B Spot – Beaverton, OR

- Specialized in data entry of horse race results in real-time for a startup company
- Utilized Zoom, Google Workspace, and Apple computers to accomplish goals
- Assisted by finding live video feeds of horse races running in different countries
- Collaborated with team members to establish best practices for data management, leading to improved performance metrics.

Tech Support Tester, 03/2017 to 02/2020

Intel – Hillsboro, OR

- Tested and assembled desktops, laptops, tablets, phones, and servers for internal employees
- Helped improve documented testing procedures
- Identified critical bugs through thorough testing processes, enhancing overall product performance.

Deployment Technician/Desktop Support, 06/2016 to 01/2017

Nike – Beaverton, OR

- Contract position reimaging and deploying new and used computer equipment for employees
- Troubleshoot Microsoft Surface, Apple MacBook, HP EliteBook, and Lenovo ThinkPads
- Data entry for computer inventory and migration status updates in SAP

Field Operations/Migration Technician, 02/2015 to 11/2015

McAfee – Hillsboro, OR

- Contract position migrating users to the Intel campus as well as providing computer support
- Manually disassembling, packing, organizing, and setting up computer equipment
- Documented ticket status and system inventory within SAP

Help Desk Technician, 05/2014 to 01/2015

Canon – Portland, OR

- Contract position providing support for iPhone, iPad, and Android remote email connectivity
- Modified and created IT knowledge base articles in OneNote
- Received, cleaned, troubleshoot, upgraded, and shipped out refurbished Dell desktops and laptops

Help Desk Technician, 01/2011 to 11/2013

SEH America – Vancouver, WA

- Resolved internal software, VPN, Anti-Virus, and Microsoft Office 2003-2010 issues
- Created IT knowledge base articles while working with the Lotus Notes ticketing system
- Created and deployed Ghost backup images for users

Education & Certifications

Northern Virginia Community College (1995-1997)

- Comptia A+
- MCSE Plus Internet for NT 4.0
- Technical Writer Certifications from Udemy and Alison

Additional Work History from 2010 through 1999 available upon request.