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**2004 – Present Owner of DrPCDr.ca and in 2011, JobCircle.ca and AfroGTA.ca**

## **Development, Testing and Maintenance**

Create multi-user images of Windows 98SE/XP Pro SP2/Vista + 7 Ultimate. Install, test and update 70 applications. Create and maintain 3 domains. Encourage adoption of my deployment technique.

## **Marketing and Sales: Strive to Repair Minimum 5 Computers Every Week (\$500)**

1 per 1,000 cards + 1 per 15 calendars = distribute 120,000 cards and 2,000 calendars annually. Use social networks to promote the services of DrPCDr.ca. Create and promote helpful websites. Keep regular email contact with customers.

## **Software: On-Site Deployment of Images of Windows**

Browse customer's HD attached to my desktop PC. Take ownership and move to my HD, customer's files (desktop, documents, pictures, music, videos, favorites, and Outlook personal folders). Make customer's HD all free space. Deploy images of Windows onto customer's HD. Virus scan then copy customer's files to data partition of customer's HD.

Replace customer's HD into customer's PC. Then I try to boot windows. Troubleshoot and fix boot stop errors. Install chipset, video, audio, modem, Ethernet, WLAN power management device drivers. Setup Internet, fax, call ID. Install printer and webcam, restore backed up Outlook email accounts. Image drive C:\ and paste image files onto drive, D:\.

## **Hardware: On-Site PC Repairs and Upgrades**

Remove dust, replace desktop CMOS battery. If necessary: clear CMOS, reseal RAM and CPU, and add (RAM, modem, Ethernet and WLAN NICs, audio, speakers, DVD burner and router), and replace power supply, HD or desktop MB. Set power-on password. Contract out laptop MB and screen repairs. Recover data from damaged HD and flash media.

## **Customer Service: Technical Support, Follow-up and Contact by Email**

Leave rescue kit (Bootit NG boot rescue CD, Rescue video DVD, laminated 8.5 X 11 printed instructions). Bark warnings about the dangerous misuse of BootitNG. Briefly show customer how to download music, burn CD and copy DVD. Via phone support, I help customers successfully complete rescue procedure. Keep regular email contact with customers.

## **Accomplishments: Customer loyalty. I Reduced Deployment from 10+ to 3+ Hours**

Cloning user accounts and employing images save an enormous amount of repetitive labor and make it possible for customers to rescue their Windows themselves without losing their data. Happy customers gladly refer me to others in need and people repeatedly hire me to repair desktop and laptop computers.

## **Languages: Fluent English and Conversational French**