



Charles Meyer

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SUPPORT ENGINEER – SYSTEMS ADMINISTRATION & CYBERSECURITY EXPERTISE

- ⦿ IT Engineer with over a decade of experience contributing to excellence in IT operations, ensuring seamless integration of new technologies into existing infrastructures.
- ⦿ Strong background installing, configuring, and troubleshooting hardware and software systems – performing regular system maintenance, upgrades, and backups.
- ⦿ Strategically collaborate with development teams to integrate IT systems with business applications – providing technical support and guidance to end-users.

CORE COMPETENCIES

SaaS Troubleshooting • Audits & Vulnerability Assessments • IT Policies & Procedures • Risk Assessment
Programming & Automation • Direct & Indirect Customer Support • Cross-Functional Team Collaboration
Technical Issues Resolution • Technical Documentation • System Administration • Scripting • AI • User Operations
IT Principles – Networking, Storage, Virtualization • Cloud-Based Technologies (AWS & Docker) • Databases

PROFESSIONAL EXPERIENCE

FIELD OPERATIONS SUPERVISOR – Mauna Kea Technologies

2023-2024; Boston, MA

Oversaw field operations, driving resources allocation in alignment with diverse needs of clients – ensuring smooth implementation of training programs and system deployments. Spearheaded technical repairs, system refurbishment, and overseas shipments for timely and within-budget delivery of loaner systems and products. Worked with sales and technical teams to enhance service delivery and achieve project success, providing customized solutions by aligning technical support with business requirements.

Select Accomplishments:

- Reduced turnaround times and operational costs ~15% by improving spare parts and assets management processes.
- Orchestrated predictive assessments / forecasts to optimize stock levels, slashing delays ~10% and ensuring efficient completion of projects.
- Facilitated attainment of revenue growth goals by empowering clients through training, system upgrades, and new initiatives implementation.

TECHNICAL SUPPORT ENGINEER – Digital Lumens

2022-2023; Boston, MA

Performed wide range of support functions, monitoring system alerts, network events, and addressing potential and existing disruptions to lighting networks and operational safety systems.

Select Accomplishments:

- Increased customer satisfaction up to 15% through timely and effective resolution of complex issues – covering LED fixtures, network troubleshooting, and SaaS configuration.
- Reduced user and supplier dependency on support tickets by providing training on self-service techniques – empowering customers to problem-solve independently.
- Collaborated with in-house technical specialists in lowering system downtimes ~15% - optimizing performance of Internet of Things (IoT) lighting systems for 300+ stakeholders.

TECHNICAL CONSULTANT, DELIVERY MANAGER – Kalypso

2021; Houston, TX

Led client-focused initiatives, ensuring excellence in customized services, transforming digital environments, and addressing diverse needs. Established productive relationships and cross-functional collaboration, communicating effectively with technical and non-technical teams regarding client projects and contracts.

Select Accomplishments:

- Collaborated in digital transformation projects by selecting optimal technologies, boosting efficiency, and implementing future-proof digital solutions.
- Contributed to client satisfaction by offering tailored recommendations and working with teams to provide guidance in regards to risks and advantages related to technology and algorithm selection.

TECHNICAL SUPPORT ENGINEER – ReadSpeaker

2018-2021; Foxborough, MA

Delivered various levels of customer support focused on SaaS products, evaluating system implementations and recommending solutions to optimize customer and internal IT operations.

Select Accomplishments:

- Cut downtime for critical business operations by up to 20% through monitoring of usage logs, detecting and expediting issues resolution.
- Boosted organizational productivity ~15% by transforming inter / intra-office communications with rollout of new technologies and data exchange streamlining.

SOLUTIONS ENGINEER/IP TSAR – Cognius

2017; Cambridge, MA

Developed and implemented engineering solutions, serving as subject matter expert for compliance and compartmentalization. Mentored and supported team members.

Select Accomplishments:

- Expedited testing process by ~50% through consolidation of IP-block validation and configuration scripts, optimizing results.
- Commended for improving domain name purchasing pipeline and streamlining Doing Business As(DBA) administration while overseeing quality assurance across technology environment.

TECHNICAL SUPPORT ENGINEER – Parametric Technology Corporation (PTC)

2015-2017; Needham, MA

Configured new client accounts, ensuring adherence to contract terms and conditions while elevating operational standards via Network Operations Center (NOC) collaboration.

Select Accomplishments:

- Decreased repeat customer downtime issues ~15% by revamping support lab structure, streamlining operational workflows, and improving release time protocols.
- Slashed issue resolution time ~10%, increasing client satisfaction through effective and timely resolution of support tickets – specializing in medical technology and industrial plant environments.

CERTIFICATIONS

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM®) – Project Management Institute (PMI)	2025
CERTIFIED INFORMATION SYSTEMS SECURITY PROFESSIONAL (CISSP) – ISC2.org	2025
COMPTIA SECURITY+ – CompTIA.org	2025
PROFESSIONAL SCRUM MASTER LEVEL 1 (PSM1) – Scrum.org	2017

EDUCATION

BACHELOR OF SCIENCE – INFORMATION TECHNOLOGY – State University of New York (SUNY)	Plattsburgh, NY
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