Chandler Friedman

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SUMMARY

AWS-SAA and CompTIA certified tech with a strong background in IT support, cloud technologies, and network engineering. Recently applied version control, CI/CD, automation and other Amazon technologies in the Cloud Resume Challenge: techchandler.com.

EXPERIENCE

IT Consultant
Jones IT   **March 2024 - July 2024, San Francisco Bay Area**
· Diagnosed and resolved complex technical issues across diverse platforms.
· Collaborated with team members to improve efficiency, and reframed technical concepts for non-technical stakeholders.
· Continuously learned and adapted to new technologies, culminating in AWS Solutions Architect Associate certification.

IT Support Technician
LA Computer World   **June 2023 - March 2024, Los Angeles, California**
· Resolved thousands of help desk tickets with a focus on healthcare clients, ensuring data security and compliance.
· Addressed software, hardware, network, and VPN issues, gaining expertise in troubleshooting distributed systems.
· Utilized AzureAD/Entra, Syncro, Zoho, Box, and Hudu, and managed remote connections using ScreenConnect and Splashtop.
· Configured and managed UniFi networks, helping with the implementation of network upgrades.
· Received company-wide recognition for customer satisfaction and documentation quality.

Founder
Fake News Sniper   **February 2020 - June 2023, Los Angeles, California**
· Built website, trained new hires, and handled all IT issues for the company.
· Led a project team for Meta on analyzing networks of disinformation actors.
· Utilized database and performance tools and adjusted content flagging strategies.

Founder
World Gone Silent   **January 2015 - January 2020, Los Angeles, California**
· Started a consumer electronics company, creating and documenting amateur radio kits and training materials.
· Built and managed a secure e-commerce site and configured Amazon FBA for order fulfillment.
· Handled IT support issues and customer interactions.

EDUCATION

BA, Psychology
Emory University

CERTIFICATIONS

AWS Certified Solutions Architect – Associate

CompTIA Security+ ce

CompTIA Network+ ce

SKILLS

Amazon Web Services (AWS)

Serverless Computing

Networking Technology
Network Routing and Switching