

# Chase Sharp

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## SUMMARY

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Seasoned customer service representative with 7+ years of experience looking to utilize both my prowess in tech and communications. Holds a strong belief that efficient root cause analysis can be jump started through effective listening and communicating. Seeking a position as a Tier 1 or 2 technical support representative.

## EDUCATION

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### Whatcom Community College

*Associate in Applied Sciences - Cybersecurity*

June, 2021

Bellingham, WA

- 3.36 GPA
- Participated in two CTF cybersecurity games ranking in the top 5% for both Jeopardy style competitions

## CERTIFICATIONS

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CompTIA Network+ N10-009 Certification

Test Scheduled: 04/08/25

## PERSONAL IT PROJECTS

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### Red-Team/Blue-Team Lab Creation

- Created a contained lab to practice defending against and using exploits found within the Metasploit framework
- Network includes over thirty hosts running various versions of Windows/Linux

### 3D Modeling/Animation

- Created a multitude of different Assets using a software stack Blender/Substance Painter/Unreal Engine 5

### Collegiate Cyber Defense Competition (2nd in State)

- Worked with a team of five to secure and mitigate attacks on a mach business network by professional hackers

### Project Showcase/blog

- Created a website showcasing my various projects and solutions over the years hosted at [chazae.github.io](https://chazae.github.io)

## WORK EXPERIENCE

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### Sandwich Odyssey

*Line Cook/Tech Support*

Apr. 2023 – Current

Bellingham, WA

- Maintain a flat top grill, working all rushes with five or more items on at the same time
- Wash dishes, mop floors, scrub sinks, and deep clean in-between rushes
- Coordinate with a team of up to six people to pump out orders using clear and concise communication
- Diagnose, troubleshoot, and fix network issues that arise in a timely manner as to maintain online orders

## SKILLS & INTERESTS

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- **Computer Skills:** Highly proficient with Windows/Linux/MacOS, Powershell/BASH, Configuring Routers/Switches, and Cloud platforms such as Azure/AWS, Ticketing Software (Zendesk, Freshdesk, Bold Desk, Service Desk, Salesforce)
- **Coding Languages:** Python (Expert), HTML/CSS (Expert), Java (Intermediate), C# (Intermediate), C++ (beginner)
- **Soft Skills:** Excellent Customer Service, Effective Communicator, Multitasker, Positive Attitude
- **Interests:** Hiking, Game Design (Blender/Unreal), D&D, Cooking, BoJack Horseman, Learning