

Chase Sharp

Chasesharp96@gmail.com ❖ (360) 483-7544 ❖ Seattle, WA ❖ [linkedin.com/in/chazae](https://www.linkedin.com/in/chazae) ❖ [chazae.github.io](https://github.com/chazae)

SUMMARY

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

Whatcom Community College

Associate in Applied Sciences - Cybersecurity

June, 2021

Bellingham, WA

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

PERSONAL IT PROJECTS

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://github.com/chazae)

WORK EXPERIENCE

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

T-Mobile

Account Care Associate

Jan. 2023 – Apr. 2023

Bellingham, WA

- Resolved customer issues including billing disputes, device troubleshooting, and network connectivity problems
- Push eSIMs and assist customers with the setup and configuration of their digital eSIM profiles on their devices
- Configure gateways for customers, troubleshoot issues, and provide guidance on network configurations.
- Utilize various software applications that are used in tandem to assist customers with their technical needs

SKILLS & INTERESTS

- **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