OLD BRIDGE, US • CHRISNJ141@GMAIL.COM

CHRISTOPHER HAMILTON

Help Desk Associate

PROFESSIONAL SUMMARY

Help Desk Associate with 6+ years of hands-on experience supporting retail and hospitality environments, combining technical troubleshooting with strong customer service. Proficient in Linux, Azure, networking and security tools (Wireshark, Nmap, Burp Suite, Metasploit) and familiar with Python, Java and C++ for automation and diagnostics, delivering fast resolution of hardware, software and POS issues. Adept at training staff, improving processes and documenting procedures; seeks to apply technical expertise and process improvements to strengthen IT support and incident response.

EMPLOYMENT HISTORY

ASSISTANT MANAGER   **Feb 2019 - Present**
The UPS Store   *Matawan, NJ*

♦ Managed daily store operations including opening, closing, cash reconciliation, and basic accounting tasks.
♦ Trained new staff on POS use and customer service procedures, improving team readiness and consistency.
♦ Implemented an inventory tracking process that reduced stock discrepancies and ensured timely product availability.
♦ Resolved hardware and software issues for customers and internal systems, maintaining uninterrupted POS functionality and service continuity.
♦ Actively engaged with customers to provide exceptional service, contributing to a welcoming store atmosphere.
♦ Analyzed customer feedback to identify service gaps, implementing strategies that resulted in noticeable gains in customer satisfaction.

NOTARY PUBLIC   **Mar 2020 - Present**
The UPS Store   *Matawan, NJ*

♦ Verified signer identity using state IDs to ensure accurate notarizations and prevent fraud.
♦ Maintains detailed execution records to support legal compliance and audit readiness.
♦ Processed notarizations promptly to reduce client wait times and improve service throughput.
♦ Communicated notarization requirements clearly to clients to prevent execution errors and rework.
♦ Evaluated notarization requests to ensure compliance with legal standards, enhancing document validity and reducing discrepancies.

EXPO / BAR BACK   **Aug 2022 - Jun 2024**
Tio Taco + Tequila   *Marlboro, NJ*

♦ Coordinated communication between kitchen and service teams to ensure timely order flow and reduce delivery errors.
♦ Verified order accuracy and presentation standards to maintain consistent guest satisfaction and fewer remakes.
♦ Maintained an organized, detail-focused workstation in high-volume shifts to sustain steady service pace.
♦ Assisted bar staff by restocking supplies and clearing glassware to speed service and preserve bar efficiency.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, CYBERSECURITY OPTION   **May 2026**
Kean University   *Union, NJ*

♦ Member of Tau Sigma National Honor Society – Transfer Student (Feb 2025)

ASSOCIATE OF SCIENCE IN COMPUTER SCIENCE   **May 2024**
Middlesex County College   *Edison, NJ*

CERTIFICATIONS

CYBERSECURITY CERTIFICATE   **Present**
Google

SKILLS

Linux, Kali Linux, Microsoft Azure, Wireshark, Burp Suite, Metasploit, Nmap, Python, Java, C++, Bash, IDS, Firewalls, SIEM Concepts, Vulnerability Assessment, Threat Detection, Digital Forensics, Packet Analysis, Malware Analysis.

OWASP Top 10, NIST, CIS Controls, MFA, RBAC, Zero Trust, Secure Cloud Deployment, SQL, Windows Server, Troubleshooting, Technical Support, Customer Service, Problem Solving.

LINKS

LinkedIn: linkedin.com, GitHub: github.com.

ADDITIONAL INFORMATION

PROJECTS
CyberShield Solutions – Cybersecurity Startup Project
- Designed cybersecurity service model for small businesses
- Created incident response planning and MIS documentation
- Developed branding and website layout for service structure

PROJECTS
Garvis AI Assistant (Python / FastAPI / Calendar Integration)
- Developed AI assistant for scheduling and automation
- Integrated Google Calendar API with secure authentication
- Implemented modular command structure for natural interaction

PROJECTS
Parking Lot Management System (PHP / MySQL)
- Built MFA-secured login and driver database system
- Enhanced backend security and user interface workflow
- Implemented structured database logic and event logging