


Christopher Rios

CONTACT

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SKILLS

- Jira Administration
- Confluence
- SQL/MySQL
- Data Modeling
- Database Development
- C#
- C/C++
- Java
- ASP.NET
- VB.NET
- Tableau
- Power BI
- Project
- Excel
- PHStat

STRENGTH HIGHLIGHTS

- Effective organizational and personal working skills
- Leadership & collaboration
- Ability to work with no supervision
- Outstanding multi-tasker
- Able to learn new skills and master procedures within a short period of time
- Highly organized and calm under pressure
- Project management

RELEVANT COURSES

- Enterprise Business Development
- Enterprise Business Process Analysis
- Data Management
- Information Technology Infrastructure and Security
- Business Intelligence
- Discrete Mathematics
- Managing Information Technology
- Program Design and Development C/C++

WORK EXPERIENCE

Information Technology Specialist II – Washington State University

Oct. 2018 – Present

Systems Administration:

- Provides technical support for the Atlassian suite of products to the various organizations and departments at Washington State University, including Jira Core, Jira Service Desk, Jira Software and Confluence.
- Maintains Service Level Agreements with WSU organizations that use the Atlassian product suite, including establishing the agreement and the annual renewal process.
- Performs the professional development of WSU staff, including clarifying task requirements and keeping staff informed with up-to-date technological developments and planning.
- Develops a robust documentation resource for the administration of hardware and software.
- Processes equipment and service orders. Coordinates installations, moves, and changes;
- Installs system software. Performs standard maintenance, preventive maintenance, modification, testing and debugging. Tests according to appropriate standards;
- Reviews system logs and messages to identify events and errors;
- Runs tests using hardware and software diagnostic tools such as operating system diagnostics to identify and either resolve or refer problems to other staff for analysis;
- Provides help desk technical support, and/or responds to trouble reports from users and identifies and resolves problems within their control.
- Performs component-level diagnostics to determine need for replacement. Identifies and replaces faulty components to board level. Calibrates and/or tests for proper operation;
- Advises users on the use of systems, hardware, and software; researches product information;

EDUCATION

Bachelor of Arts in Business Administration
Washington State University
Major – **Management Information Systems**

May 2018

Major GPA: 3.48

PROJECTS