

Chase Golden

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OBJECTIVE

Entry-level professional in the field of Information Technology. Seeking a part-time or full-time position in order to build upon foundational skills and gain experience as a Help Desk Technician. Desire to gain proficiency with Active Directory, Group Policy, VMware etc. Long term goal is to work with a team in a Network or Security Operations Center.

CERTIFICATIONS

CompTIA A+	Courses completed at MHCC. Exam scheduled August 2020
• Includes hardware/software troubleshooting, intro to Active Directory, Group Policy, VMware, Command-Line	
Red Hat Linux RHCSA	Course completed at MHCC. Exam date TBD
CompTIA Security+	Course ongoing at MHCC. Exam date TBD late Summer 2020
Cisco Certified Network Admin	Coursework started at MHCC. Exam date TBD Spring 2021

Programming Languages

Python	Course completed at MHCC
HTML5/CSS	Course in progress at MHCC

EDUCATION

Mount Hood Community College (MHCC) <i>Associates of Applied Science</i> Cybersecurity: Networking and Security Operations GPA: 4.0	Gresham, OR	Summer 2021
The University of Georgia <i>Master of Education</i> College Student Affairs Administration	Athens, GA	May 2013
The University at Buffalo <i>Bachelor of Arts</i> History	Buffalo, NY	May 2011

WORK EXPERIENCE

Georgia Institute of Technology, Office of International Education <i>International Student and Scholar Advisor</i>	Atlanta, GA	Oct. 2015-Jul. 2019
<ul style="list-style-type: none">• Held three positions in progressive responsibility over the course of four years• Managed daily immigration advising services for over 5,000 student and scholars.<ul style="list-style-type: none">◦ Caseload of 1,000 with >200 daily helpdesk tickets in my personal queue• Served as escalation point and triage for advanced immigration cases• Implemented project management solutions to manage workflow in an under resourced team• Led office through transitional period when we were without the three most immediate layers of management• Hired and supervised junior staff responsible for low-level administrative work in the office• Developed office tools, including comprehensive budget, training, and email templates for advisors		

PERSONAL PROJECTS/HOBBIES

- Building custom desktops
- Android and iPhone repair
- Raspberry Pi Projects (Pi-hole, CCTV MotionEyeOS, etc.)
- Listening to Infosec Podcasts (Cyber by Motherboard, Malicious Life by Cybereason, Darknet Diaries)