

CHANCE LAGE

PROFILE

- IT Professional with 10+ Years of experience in the IT and networking industry. Familiar with Windows and OSX Workstations, Windows servers, system/network administration, systems troubleshooting with both local and remote user interaction
- CompTIA Security+ Certified
- Experienced in working in small business, large-scale non-profit, and corporate technical environments

CONTACT

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925-408-8597

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ACTIVITIES AND INTERESTS

Cooking for friends
Hiking and cycling
Modifying gas masks and respirators
Online gaming
Home improvement projects
Attending musical performances

WORK EXPERIENCE

Autonomous Vehicle Test Specialist

Cruise – San Francisco, CA

2019–Present

- Monitored autonomous vehicles, observing the vehicles' ability to perform on public roads, troubleshooting when necessary
- Responsible for gathering autonomous vehicle behavior data for engineers

Systems Network Support Specialist

LSS of Northern California – Concord, CA

2013–2019

- Supported PC/Mac workstation hardware/software for 100 users
- Managed all IT assets for 15 sites
- Helped maintain servers and networks for sites connected through MPLS and SDWAN, alongside third party monitoring
- Worked with engineers to update and support infrastructure for SQL databases on local servers

Computer Technician

Pleasanton Computer Repair – Pleasanton, CA

2011–2013

- Built and serviced custom desktop computers
- On-call 24/7, while both communicating with the customer or scheduling appointments, and performing the on-site work

EDUCATION

Diablo Valley College

2020–Present

- Working to complete AS in Cybersecurity
Courses include: Digital Forensics Analysis, CCNA Security

SOFTWARE & TECHNOLOGIES

- **Platforms:** Microsoft Windows (All versions), Windows Server (2008 R2, 2012 R2, 2016), Kali / Ubuntu Linux, Mac OS X (up to 10.14)
- **Frequently used software:** data recovery, VPN, workstation hardware diagnostics, Microsoft Office, antivirus
- **Networking:** Wireshark, IPv4, Smart Switches, Firewalls
- C++