Christian Elmore

5900 Soundview Dr

Gig Harbor WA, 98335

(719-553-6100

christianelmore29@gmail.com

**EDUCATION**

**Bachelor of Science, Computer System Information’s, Class of 2018**

Colorado State University, Pueblo, Colorado

* Classes taken included Web Development, Network security, Java, Sql, Linux, Risk security Management, Cyber Security, Microsoft Project

**NSA-CAE Certificate in Cyber Security Defense**

**Licenses**

**Washington State Apprenticeship Electric 06 trainee card.**

**Employment**

**History**

**Wave Broadband techincian 2**

January 2020- Present

Seattle WA

* Install and troubleshooting Internet, Cable tv, and telephone for customers.
* Troubleshooting for internet service for commercial clients.
* Work with Cat5e cable running ethernet for commercial clients.

**ICS- Xfinity**

May 2018- January 2020

Tacoma WA

* Responded in a timely fashion to customer locations for scheduled installations.
* Installed Home Security, Cameras, smoke detectors and Thermostats.
* Inspected installation sites to determine best line placement.
* Installation of Xfinity entertainment systems regular cable systems networking systems and security systems
* Work with Arris modems and Net gear modems as well as routers troubleshooting
* Work with networking team solving problems to make the network better for customers
* Run Cat5e cable, Cat6, run cat5 voip systems, RG6 and Rg11 cable.

**Syenergies- AT&T, Asurion Cell phones**

July 2017-May 2018

* Troubleshooting with customers existing technology to fix or repair
* Set up and installation of new DirecTV service (both commercial and residential) including installation of satellite dishes on rooftops using ladders and tools to appropriately mount the satellite dishes
* Cell phone repair and replaces new screens on mobile devices

**Dicks Sporting Goods**

March 2017- August 2017

5945 N. Elixabeth St Pueblo, Co 81004

* Responsible for greeting and selling customers who visited the Golf Pro Shop area. Assisted customers for new clubs, repair clubs, and performs re-grips.

**Patient Care**

November 2014- April 2016

Express Scripts

1045 W 6th St, Pueblo, CO 81003

* Patient care advocate, worked for the department of defense and handled the military’s health insurance Tricare.
* Worked with patients with their benefits and getting their medication

**Innotrac Customer Service**

February 2012 – July 2014

5 William White Blvd, Pueblo, CO 81001

* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem.
* Working help desk over phone with customers troubleshooting Arris products.
* Attracts potential customers by answering product and service questions and suggesting information about other products and services.

**Golf pro shop**

March 2008 – December 2011

Broadmoor Golf course

1 Lake Ave, Colorado Springs, CO 80906

* Manager of the pro shop
* Administered assistance for customers including caring for needs and requests and served as a caddie.

**Refrences**

**Ryan Brown**

Real Estate Agent

Colorado Springs, Co 80918

719-229-1093

**Justin Thornton**

Xfinity Techincian

Colorado Springs, Co 80920

719-237-0656

**Bert Bernald**

Smart Home Solutions

Pueblo, Co 81008

720-409-7089