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## Christopher Jean Pierre

### Computer Science Major

Union, New Jersey

**GPA** : 3.00

908-499-4337

christopherjeanpierre437@yahoo.com

## SKILLS

Dedicated student of computer science with five or more years of customer service experience, the ability to adapt to a variety of circumstances, clear communication skills, time management, and a desire to learn. My objective is to aid in technological innovation, design, and development as needed by the company.

- Python
- Java
- Web Programing
- Graphic Design
- Eclipse
- Linux
- IT support
- Strong analytical Skills
- Microsoft Office
- Coding
- Customer Service
- Help desk
- Problem solving skills
- Technical Support Fundamentals
- SailPoint

## RELEVANT COURSES

- COMPUTER SYSTEMS
- MICROCOMPUTER APPLICATIONS
- COMPUTING IN MODERN SOCIETY
- COMPUTER ORGAN & PROGRAMMING
- TECHNICAL WRITING
- [TECHNICAL SUPPORT FUNDAMENTALS](#)

## EXPERIENCE

**Valley Bank, Wayne ,Nj** - *Information Technology Intern*

June 2023 - Current

- Assisted the Information Security team in implementing and maintaining security measures to protect the company's sensitive data and systems.

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- Conducted vulnerability assessments and penetration testing to identify potential security risks and vulnerabilities in the organization's infrastructure.
  - Collaborated with team members to develop and implement security policies, procedures, and guidelines to ensure compliance with industry standards and regulations.
  - Assisted in the configuration and management of SailPoint, such as firewalls, intrusion detection systems, and antivirus software.
  - Assisted in maintaining and updating documentation related to security processes, procedures, and incident response plans.

### **Enterprise, Union, Nj** - *Customer Service Representative*

March 2018 - June 2021

- Provide superior, efficient customer service by understanding and communicating rental terms and conditions, vehicle features and other services
- Use Company approved sales and service techniques to determine customer needs and offer optional protection products, upgrades, fuel options and other additional equipment
- Offer additional customer assistance by offering directions, maps, local area information, and appropriate service information
- Assist to assess condition of rental upon return
- Transport vehicles or customers
- Liaison between manager and coworkers
- Dispatching
- Training

### **Advent health Florida hospital, Orlando, Fl** - *Utility Technician*

February 2016 - May 2017

- Operate machinery
- Inspection of infrastructure facilities related to utility systems
- Troubleshoot equipment problems, make repairs, and verify completed tasks.

## **VOLUNTEER**

### **Computer Help Desk** - First Shiloh Baptist Church

Computer Support Assistants work as part of the Help Desk team to provide technical assistance and support for computer systems, hardware, and software by answering users' questions, training them on basic system and

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computer functions, addressing system and user issues, and resolving issues in a timely and professional manner.

## EDUCATION

### **KEAN UNIVERSITY, UNION,NJ** - *BS Degree*

Computer Science

Anticipated Graduation : 2024

2020 - Present

### **Union County College, Cranford,NJ** - *AS Degree*

Liberal Studies 2020