

# CHRISTIAN ALEXANDER

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## EDUCATION

### Crafton Hills College

Associates of Science in Computer Science  
Associates of Science in Physics

May 2026  
Yucaipa, CA

## WORK EXPERIENCE

### Fulfillment Associate

Amazon

July 2021 - Present  
Beaumont, CA

- Process Guide for Pick and Pack Departments, also worked in Ship Dock, Stow, and Receive.
- Learning Ambassador responsible for onboarding and training new associates in various paths.
- Problem-Solve Trained helping solve fulfillment issues quickly and effectively.

### Technology Associate

Staples

Feb 2018 - July 2021  
San Bernardino, CA

- Delivered first-level support by diagnosing and resolving hardware and software issues, ensuring minimal downtime and high user satisfaction.
- Installed, configured, and maintained operating systems (Windows/macOS), productivity software, and endpoint security tools in home and small business environments.
- Performed advanced virus and malware removal procedures to restore system integrity and protect client data.
- Utilized diagnostic tools and root cause analysis to efficiently troubleshoot and resolve user-reported issues.
- Conducted on-site support for computer, printer, and network device setup, including Wi-Fi routers, switches, and shared resources across home and small business networks.

## PROJECTS

### Homelab | Proxmox, Active Directory, Virtualization, Docker, pfSense

- Built and managed a Proxmox-based homelab for virtualization, hosting Windows Server and Linux VMs.
- Configured Active Directory, DHCP, DNS, and firewall rules for network management and security.
- Implemented pfSense firewall, VLANs, and VPN setup to enhance network security.
- Deployed and maintained self-hosted services using Docker and Linux Containers (LXC).

## CERTIFICATIONS

Network+ | CompTIA

August, 2025

A+ | CompTIA

April, 2025

ITF+ | CompTIA

March, 2025

Security+ | CompTIA

October, 2024

## SKILLS

**Technical Support:** Hardware and software troubleshooting, end-user support, customer service, malware and virus removal, printer and peripheral setup, system imaging and reinstallation, user onboarding and training

**Systems & Networking:** Windows 10/11, macOS, Linux (basic CLI), Microsoft 365, Google Workspace, Active Directory, user and group management, DNS, DHCP, VPN setup, basic network troubleshooting, pfSense, VLANs, remote desktop tools (RDP, AnyDesk)

**Tools & Technologies:** Proxmox VE, virtual machines, Docker, LXC containers, ticketing systems (e.g., Jira, ServiceNow), technical documentation, Git, GitHub