# Christian Britton

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## EDUCATION

**University of Georgia, Athens GA** **August 2019 – May 2021**

Master of Science in Computer Science

GPA: 3.95

Relevant coursework: Cyber Forensics, Secure Programming, IoT Security, Cyber Security, Computer Networks, Advanced Algorithms, Approximation Algorithms, Computer Finance, Parallel Simulation, and Financial Market Simulation

Project experience in Rust, Python, C++, C#, C, Java, JavaScript, Socket Programming, Spring

**University of Georgia, Athens GA** **August 2016 – May 2020**

Bachelor of Science in Computer Science

GPA: 3.45

Relevant coursework: Computer Networks, Operating Systems, Human-Computer Interaction, Computer Architecture, Algorithms, and Software Development

Project experience in Python, C++, C, Java, JavaScript, Perl, Spring

## RESEARCH EXPERIENCE

**Undergraduate Research Student,** University of Georgia Department of Public Health (September 2016 – May 2017)

- Conducted a systematic review of the Zika Virus (ZIKV) using an analysis algorithm and publications from EndNote
- Assisted in the development and maintenance of an internal website used to log field information
- Assisted in the grouping of data from a workgroup that focused on secondary transmission of ZIKV
- Helped to identify six different reported transmission of ZIKV independent of mosquito

transmission using synthesized data

**Graduate Research Student,** University of Georgia Department of Computer Science (July 2020 – May 2021)

- Assisted a group of interdisciplinary researchers from the University of Georgia and Georgia Tech on a project involving computational finance, stock markets, latency statistics, latency impact, and parallel simulation
- Worked on a research project that aimed to show that latency affected the decisions of different types of agents (Zero Intelligence, Order Book Imbalance, etc.) in a financial market (NYSE, AMEX, NASDAQ, etc.)
- Completed a comprehensive report on findings

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# CLUB/ORGANIZATION AFFILIATIONS

**Association for Computing Machinery (ACM),** University of Georgia

- Served as an active member
- Attended meetings and worked collaboratively with other members
- Planned five employer presentations along with senior members of ACM

**Institute of Electrical and Electronics Engineers (IEEE),** University of Georgia

- Served as a regular member
- Obtained partnerships on projects relating to Computer Science
- Assisted in planning technical meetings for other club members

**UGAHacks,** University of Georgia

- Participated on two different teams during two UGAHacks events during my time at the University of Georgia
- Gained experience developing accessible real-world applications that can be used by disabled user groups

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# TECHNICAL EXPERIENCE

## Software/Hardware

Enterprise Anti-Virus – AVAST, SOPHOS, Microsoft, Symantec

MMC - Active Directory, Group Policy Management

Switches and Routers - HP ProCurve, Aruba

Wireless Access Points - Xirrus, Aruba

MDM/iDevice Management - Apple Configurator, AirWatch MDM, Google Workspace Ad

Virtual Meeting Environments - Adobe Connect, Zoom, Google Meet

Microsoft Office 2003, 2007, 2010, 2013, and 2016 on Windows, Microsoft Office 2007, 2011, 2016 on Mac, and Microsoft Office 365

### Operating Systems

Microsoft Windows Professional - XP, 7, 8, 8.1, 10.X, 11.X

Microsoft Window Server - 2008, 2012, 2016

Mac OS X - 10.4 (Tiger) – 14 (Sonoma)

iOS - 3.X - 17.X

Android – 2.X - 13.X

Chrome OS/Chromebook Management

Linux – Ubuntu 8.X – 20.04, Alpine 3.X

### Networking/Protocols

Administraion of Ethernet, LAN/WAN, 802.11 A/B/G/N/ac - based networks

TCP/IP, DHCP, DNS, FTP/TFTP, SMTP, HTTP/HTTPS, RTSP, UDP

Video Conferencing/VOIP - SIP, H.323, Google Hangouts Meet, Google Hangouts on Air, Skype for Business, Microsoft Teams

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# WORK EXPERIENCE

### Software Engineer II, Cox Communications Inc. July 2021 – Present

**Key Job Responsibilities and Accomplishments**

- Develop, evolve, and maintain an internal Sales Communications and Knowledge Management (KM) platform that is written in Python, HTML, CSS, JavaScript, and JQuery and is utilized by frontline, 3rd party, and retail Sales Agents
- Maintain strict Model-View-Controller (MVC) principles across the whole team's tech stack
- Maintain a deployment pipeline through Development, Quality Assurance, and Production environments via Jenkins Pipeline using CI/CD principles
- Take the lead on multiple projects that require input from internal and 3rd party teams
- Perform weekly security scanning and patching for the team's managed systems via an internal security suite and Prisma Cloud Monitoring
- Perform maintenance and patching for the team's managed systems by understanding and updating Dockerfiles and build files as well as using multiple Platform-as-a-Service (PaaS) systems via a Shell
- Develop and conduct User Acceptance Testing (UAT) on the team's environments during the deployment process
- Use and provide feedback on REST APIs from multiple internal and external services to ingest KM content, provide translation services, allow user profile services, etc.
- Gather feedback from key stakeholders, create user stories, and seek to improve the functionalities of the KM system
- Partner with Content Admins to better understand and evolve their use of the KM platform
- Partner with other Sales teams to produce KM solutions on my team's platforms
- Utilize captured data from Sales Agents via Adobe Analytics, JupyterLab, and Excel to compile pertinent metrics and dashboards for active projects
- Provide weekly and monthly metric updates for pertinent KPIs
- Maintain daily project updates in Airtable and Jira to support Agile Development across the team

- Develop a Graph Database (GDBMS) to house Agent-produced data from using the team's systems and utilize the database and a Machine Learning pipeline to improve and inform the Search experience
- Onboard New Relic as an Application and Infrastructure Monitoring tool across all non-production and production environments
- Managed the migration of the team's infrastructure from Rancher to Google Anthos from a DevOps perspective
- Participate in weekly Change Advisory Board meetings to inform leaders about changes to company software environments as well as any degradations of Sales-related services
- Participate in the Python@Cox group to partner with other teams and expand understanding of the Python coding language
- Attend company-sponsored internship fairs to network with new teams and expand knowledge of Cox-related software
- Maintain a constantly developing understanding of the newest Common Vulnerabilities and Exposures (CVEs)
- Work with multiple mentors to expand Sales, Business, and technology-related knowledge

## Technical Analyst, Barrow County School System September 2018 – July 2021

**Key Job Responsibilities and Accomplishments**

- Provide maintenance to district devices including but not limited to desktop computers, laptop computers, Chromebooks, switches, Virtual Reality setups, and monitors
- Maintain a broadcast studio which includes the maintenance of multiple streaming encoders
- Work directly with teachers to address specific needs regarding how technology is used within their classroom
- Understand lesson plans and how to provide students with a technology rich lesson
- Diagnose networking issues related to the end user
- Troubleshoot wireless network issues
- Manage the user accounts of teacher and student Google accounts as well as teacher and student Office 365 accounts
- Maintain a Voice Over IP system
- Received 8 "Shining Moments" awards from the Sims Academy of Innovation and Technology

## ITS Intern, Barrow County School System June 2016 - September 2018

**Key Job Responsibilities and Accomplishments**

- Assisted in the day-to-day maintenance and repair of all district computer systems. This includes Windows devices, both desktops and notebooks, Chromebooks, and Mac hardware
- Maintained, repaired, and mounted interactive projector systems used for instruction
- Work directly with teachers to address specific needs regarding how technology is used within their classroom
- Provided support for Chromebooks and iPads. This includes the use of the Chrome Management Console to help manage chrome devices and district G-Suite Accounts as well as using AirWatch for managing iPads and app deployment.
- Supported a new streaming platform being rolled out to Elementary Schools.
- Helped schools create audio and video presentations of schools using Adobe Creative Cloud.

## Student Intern, Barrow County School System August 2014 - June 2016

**Key Job Responsibilities and Accomplishments**

- Served as a bridge between the Technology and Teaching and Learning departments.
- Provided hardware and software support for Chromebooks and iPads.
- Assisted in the day-to-day maintenance and repair of all district computer systems.