Christopher Delgado

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PROJECTS

- Parsed Slippi game replay files using Python resulting in the aggregation and analysis of game data
- Collected nutritional information and performed web scraping to determine cost-effective grocery store purchases
- Developed Tableau dashboards to draw insights from the first nine seasons of The Simpsons
- Completed freeCodeCamp projects covering programming concepts, advanced algorithms, and data structures

EXPERIENCE

Systems Support Technician   July 2020 - Jan 2022
Global Relay | New York, NY

- Delivered first class customer service by handling calls, answering inquiries, and following up on issues
- Set up archiving on hosted email platforms such as Office 365, Microsoft Exchange, and Google Workspace
- Configured SAML authentication, Single Sign-On, and Directory Sync Services with Azure, Okta, and ADFS
- Troubleshooted issues regarding Exchange journaling, Active Directory integration, SMTP errors, NDRs, and DNS
- Supported message archiving for Microsoft Teams, Slack, Refinitiv, Bloomberg, and social media platforms

Agency Technology Specialist   March 2019 - July 2020
MassMutual Metro New York | New York, NY

- Responsible for implementing and managing the use of technology and system access in a BYOD environment
- Setup users with encryption, antivirus, and business apps including Box, LastPass, MobileIron, Office 365, and Zoom
- Managed agent, broker, and staff roles based on company's identity and access management framework and policies
- Delivered presentations to the agency on how to leverage software and hardware tools for business
- Primary contact for troubleshooting issues on Windows 10, macOS, Android, and iOS devices

IT Consultant   Nov 2015 - June 2018
FDM Group Inc. | New York, NY

- Led L1/L2 support of the New York suite of Equity and Equity Derivatives technologies at TD Securities
- Independently developed and updated reports and jobs using SQL, Bash, VBA and Windows batch scripts
- Monitored and supported time-sensitive batch jobs running off AutoSys, Windows Scheduler, and crontab
- Led disaster recovery exercises and maintained disaster recovery protocols for all supported applications
- Wrote internal procedural and standard role documentation for equity support and access provisioning

Technology Analyst   July 2013 - May 2015
JPMorgan Chase & Co. | Newport, NJ

- Subject matter expert for integrating, supporting and updating VBrick IPTV systems firm wide
- Worked through all phases of multimedia products' life cycles including planning installations, purchasing components, endpoint and data center deployments, hardware/software support, and decommissioning old infrastructure
- Developed methods of monitoring multimedia devices using syslog, SNMP, and Tivoli agents
- Wrote PowerShell scripts for automating configuration of multimedia devices and expediting procedural activities such as text file manipulation, usage metrics and status monitoring

EDUCATION

Stevens Institute of Technology | Bachelor of Engineering in Electrical Engineering with High Honors   May 2013

- GPA: 3.644/4.0
- Activities: Cooperative Education, Alpha Phi Omega, Computer and Console Gaming Society

AWARDS

Edwin A. Stevens Scholar | J&J Encore Award | Senior Design Best Electrical Engineering Project | Global Relay Bright Star

CERTIFICATIONS

CompTIA A+ | CompTIA Network+ | CompTIA Security+ | CompTIA Data+ | Google Data Analytics Professional

SKILLS

Bash | DAX | Excel | Linux | macOS | MATLAB | Microsoft 365 |Power BI | Python | R | SQL | Tableau | VBA