

# Chris Delgado

Email: cdelgado31@gatech.edu Website: chris-delgado.github.io

## PROJECTS

---

- Implemented a classification-based random forest learner using technical trading indicators to generate a trading policy
- Analyzed Spotify's mobile interface and proposed enhancements to improve user experience in an academic study
- Developed a web application to configure and simulate chaos bag draws in Arkham Horror LCG
- Collected nutritional information and performed web scraping to determine cost-effective grocery store purchases

## EXPERIENCE

---

### Compliance Software Support Specialist

Feb 2023 - Sep 2023

Radian Generation | Remote

- Debugged JavaScript code in SharePoint compliance audit software
- Created and managed SharePoint web forms for project and registration data entry
- Maintained SharePoint lists and libraries of NERC standards

### 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

### Agency Technology Specialist

March 2019 - July 2020

MassMutual Metro New York | New York, NY

- Setup users with encryption, antivirus, and business apps including Box, LastPass, MobileIron, Office 365, and Zoom
- 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

- 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

- Developed methods of monitoring multimedia devices using syslog, SNMP, and Tivoli agents
- Wrote PowerShell scripts for automating configuration of multimedia devices and generating usage metrics

## EDUCATION

---

Master of Science in Computer Science | Georgia Institute of Technology

Expected May 2026

Bachelor of Engineering in Electrical Engineering | Stevens Institute of Technology

May 2013

## CERTIFICATIONS

---

CompTIA A+, N+, Sec+ & Data+ | Google Data Analytics | freeCodeCamp Web Design & Algorithms and Data Structures

## SKILLS

---

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

## AWARDS

---

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