

Christopher Delgado

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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

PROJECTS

Data Analytics

May 2022 - Present

- Parsed game replay files of Super Smash Bros. Melee using Python to aggregate and analyze game data
- Collected nutritional information and web scraped prices to determine cost effective grocery store purchases
- Created Tableau dashboards to draw insights from the first nine seasons of The Simpsons

EDUCATION

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

May 2013

- Honors: Edwin A. Stevens Scholar, Senior Design Award for Best Electrical Engineering Project

SKILLS

Bash | Discord | Excel | Linux | macOS | Microsoft 365 | Obsidian | Python | SQL | Tableau | VBA | Zoom

CERTIFICATIONS

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