Chris Delgado

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PROJECTS

- Developed a web application to configure and simulate chaos bag draws in Arkham Horror LCG
- 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

EXPERIENCE

Compliance Software Support Specialist   Feb 2023 - Present
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