CHRISTOPHER MAY

Clemson Campus IT Helpdesk Student Consultant

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MY LIFE PHILOSOPHY

"When you stop learning, you start dying."

Albert Einstein

SUMMARY

I am an enrolled Senior at Clemson University majoring in Computer Information Systems minoring in Cybersecurity. I am also employed as a Student Assistant at Clemson University's IT Department. In this position, I receive calls, manage tickets, and assist full time employees and students while providing technical solutions and support. I am also the Presidential Advisor for the Clemson VEXU Robotics Team. I have a passion for all things technology and enjoy working on and leading teams.

I know that continuous learning is vital for personal and professional growth. I am drawn to resolve challenging issues. My goal is to seek, understand, and investigate to determine the root cause. From spending days experimenting on different types of rubber, to spending hours with a customer to resolve an issue that has the IT Department puzzled, optimizing team flow and communication, or reading business & technical literature, I find nothing more satisfying than solving problems and making improvements for the benefit of all parties.

EXPERIENCE

Pit Crew / Engineer's Apprentice

Automatic Racing   📅 09/2024 - Present

- Assist engineers and drivers during race weekends, supporting repairs and maintenance for World Racing League.
- Contribute to pit setup and teardown, and monitor car performance on the pit wall during track sessions.
- Perform a variety of high-pressure tasks, developing expertise in car maintenance and proactive problem-solving.

Description

Worked as part of a competitive racing team in high-pressure environments. Gained hands-on experience in car repairs and maintenance while developing the ability to anticipate team needs and provide support proactively without explicit instructions.

Cybersecurity Analyst (Internship)

PerceptiveSec   📅 09/2024 - 12/2024   📍 London, United Kingdom

Cybersecurity Vulnerability Assessment

- Performed Open Source Intelligence (OSINT) approved by prospective clients to help PerspectiveSec highlight the importance of their services.
- Performed Black Box penetration testing with client's approval to attempt to gain access to valuable information without associated permissions.

Description

As an intern for PerceptiveSec, I gathered vulnerability information about several prospective clients. I constructed detailed vulnerability reports based off of the information I found and how I was able to access the data. These reports were then used to present their services to prospective clients and highlight the firms expertise. I used various tools and learned numerous skills that provided the basis for a user friendly presentation in clear non-technical language. The goal was to persuades companies to listen, understand and then take action to resolve gaps in their infrastructure.

KEY ACHIEVEMENTS

Deloitte Innovation Challenge Runner-Up, 2024

In this challenge, a partner and I needed to come up with an innovative solution to help Clemson University become more environmentally sustainable.

VEXU Worlds Competitor, 2023

My team went undefeated (9-0) during the qualification matched of the tournament. Multiple challenges that arose that we had to overcome. Through our perseverance over the entire year we showed that we were a top contender team.

VEXU Worlds Competitor, 2022

My team ranked in the top 40 teams at worlds, we were unsatisfied. We developed a mechanism that would be theoretically unbeatable. After intensive tuning, practice, and tuning, we showed up to worlds. However, we were not able to successfully replicate the implications of the robot given the humidity in Texas. This cemented the ideology of "nothing is 100% tested".

VEX HS Worlds Division Finalist, 2021

My team ranked in the top 12 against thousands of teams. This competition was split into 6 divisions. We ranked as the 2nd best in our division, proving pure dedication and commitment leads to success.
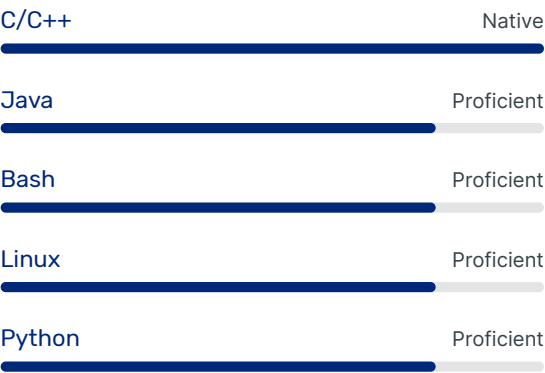
VEX HS State of Tennessee Champion, 2021

M team won the 2021 Tennessee State Competition. We designed, built, and programmed our bots for competition without assistance from adults. We had to learn the skills and strategies to build a competitive robot and work as a team.

Mount Kilimanjaro Summiter, 2019

I challenged myself by taking in a trip to Tanzania, Africa where I completed a 5-day summit of Mount Kilimanjaro. At around 12,000 of the 19,341 feet (5.9 km) Mount Kilimanjaro stands, I got severe altitude sickness. That did not stop me, I continued to climb. I made it to the summit. This taught me the importance of perseverance and mental fortitude known as *"Pole Pole"*.

PROGRAMMING LANGUAGES

C/C++   Native

Java   Proficient

Bash   Proficient

Linux   Proficient

Python   Proficient

EXPERIENCE

Helpdesk Student Consultant

Clemson University   📅 01/2022 - Present   📍 Clemson, SC

Provide IT Support to Clemson's Campus

- Recognized for my reliable and insightful understanding of the business, I was appointed to train and onboard new employees, ensuring their smooth integration into the university's structure.
- As a result, employee expectations were aligned, leading to better performance, employee happiness, motivation, and employee retention.

Description

As a student worker with considerable tenure, I have been able to apply what I have learned from previous experience to my current position. I am solely responsible in this role and the associated responsiblitlies in the office. I work with my team to provide targeted technical support. I receive inbound calls from Clemson students and employees about a variety of technical issues. I troubleshoot with the people on the phone to resolve.

Presidential Advisor

Clemson VEXU Robotics   📅 06/2023 - Present   📍 Clemson, SC

Provide advice from experience and connections for the incoming officers to advise and aid them as they gain footing on how to lead the team.

- Provide advisory support and immediate tactical support to assist the current officers. This allows them to gain experience and confidence managing the team. It also allows for a smoother transition to our new internal team operations model I was instrumental in developing.
- In this role I facilitate communications between team members to make sure our team dynamic remains stable and continues to grow. This involves inter-personal dynamics and using agile development methodology to help as well improve efficiency and communication among the team.
- Help in the integration of the new Constitutions and Member Agreements.

Treasurer and Acting President

Clemson VEXU Robotics   📅 01/2022 - 06/2023   📍 Clemson, SC

Clemson's competitive robotics team provides real life experience in designing, programming, building, and competing for Clemson students.

- Reorganized the team to align with agile development and the holacratic (aka agile/metrics/meetings process based) management methodology.
- Integrated the Scrum framework to help with communication between team members; Developed constitutions, contracts, and commitment agreements for member expectation setting.
- Managed five subteams with the purpose of encouraging individuality, responsibility, and building the foundations of leadership.
- Responsible for presenting budget and approving expenses in conjunction with another officer.

Description

My responsibilities included serving as the main point of contact between the university and the team. I was responsible for marketing and looking for funding opportunities. I organized our support to the community with our Event Support Team and our hosted events. I managed the internal operations and members of the team to develop a healthy team dynamic.

In this role my goal was to be the bridge between our previous team, and our upcoming team. I advised and consulted the implementation of systems and processes we deveeloped for a more synchronous, organized, healthy team.

SKILLS

Technical Troubleshooting   OSINT

Network Programming   Penetration Testing

CAD Design   Programming / Computing

Linux   Windows   iOS

Agile Management   Design Thinking

Social Networking   Perseverance

Thorough Communicator   Team Building

People Management

PASSIONS

</> Cybersecurity

</> Programming

🏆 Competition

💎 Agile Development / Management

⚙ Mechanical Design

🗺 International Travel

💎 Reading

ADDITIONAL EXPERIENCE

PROS Beta Tester

PROS Beta Tester

📅 07/2022 - 06/2023   📍 Clemson, SC

PROS is a lightweight and fast alternative open source operating system for the VEX V5 Brain. PROS is built with software developers in mind and with a focus on providing an environment for industry-applicable experience.

- I was responsible for downloading untested versions of PROS, and exposed it to different programs and possible breaking points. I worked with the developers to troubleshoot and resolve the issues.
- Days before a competition, there was a released version of firmware for the VEX Field Control System that caused all programs for robots to hang. After communication through different channels, we were told this was a nationwide issue. Through discussion with teams and more testing, I was able to find and resolve why the tasks were hanging. My fix got pushed to the troubleshooting guide later that week.