CRISTHOFER MUÑOZ

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PROFESSIONAL EXPERIENCE

GENERAL ELECTRIC COMPANY, VAN BUREN, MI, UNITED STATES

*AMSTC Enterprise Architecture Intern, MI* *January 2014 – April 2014*

* Monitored, measured, and minimized failed customer interactions using business activity monitoring
* Reduction in troubleshooting time by 25%
* 40% effort reduction per incident from the average of 73 minutes to 43 minutes

GENERAL ELECTRIC COMPANY, VAN BUREN, MI, UNITED STATES

*AMSTC Software Development Intern, MI* *October 2013 – December 2013*

* Wrote extensive code to add features to the “ESPY” software generated for the IT Security Department
* Found strategic ways to protect the integrity, availability, authenticity, non-repudiation and confidentiality of user data.

GENERAL ELECTRIC COMPANY, VAN BUREN, MI, UNITED STATES

*AMSTC Global Operations intern, MI* *May 2013 – August 2013*

* Compared the effects on business downtime (BTTR) as a function of network redundancy/diversity
* Used data to build a cost vs. benefits model to be used as a discussion tool with executive leaders
* Worked within a team to redesign the infrastructure shared services database

LEADERS IN I.T. ORGANIZATION, EAST LANSING, MI, UNITED STATES

*Founder and Ambassador MI, September 2014 - Present*

* Responsible for developing and coordinating activities and services of the organization while establishing and fostering positive relationships with other organizations.

DESTINATION LANSING, EAST LANSING, MI, UNITED STATES

*Intern, April 2013-Present*

* Groundbreaking initiative at MSU focused on building bridges between diverse interfaith student groups through meaningful service that engages Lansing students.

EDUCATION

MICHIGAN STATE UNIVERSITY, EAST LANSING, MI, UNITED STATES

*Anticipated Bachelor of Science, Media and Information, Spec. Information Technology Candidate, May 2015*

* Deans List (3 Semesters)
* Overall GPA – 3.3 | Specialized GPA – 3.8
* • Phi Sigma Pi National Honor Fraternity Member

ADDITIONAL SKILLS

* Experience and knowledge with all Windows, Mac OS and Linux Operating Systems
* Configuration and troubleshooting skills with Networks, Computers and Printers.
* Knowledge in the infrastructure of network operations, and databases
* Programing skills using Python, C++, and Java
* Skills in website creation using Hyper Text Markup Language (HTML), CSS and JavaScript
* Excellent Computer skills in Microsoft Office
* Knowledge in Adobe Creative Suite Design and Blog Management
* Fluent in Spanish and Japanese with basic understanding in French
* Extremely motivated, energetic, focused and ready to accomplish tasks in an efficient and timely manner