Christian Shaw

**PROFILE**

* Helped support 9,000 employees by monitoring business infrastructure on a 24/7/365 basis.
* Represented business operations on hundreds of high impact technical bridges
* 8+ years of remote IT technical support
* Technically proficient in MS Word, Excel, PowerPoint, and Outlook

**EXPERIENCE**

**PROCESS ENGINEER ANALYST,** Nashville, Tennessee

**Asurion** (5/18 – Present)

* Monitored using several tools inspecting for issues with business infrastructure.
* Represented business operations on several technical bridges communicating issues and pushing towards resolution in a timely manner.
* Maintained 24/7, 365 coverage of business infrastructure
* Performed project work including reduction of technical downtime, measuring network latency,

**ASURION TECHNICAL ANALYST,** Nashville, Tennessee

**Asurion** (10/10 – 5/18)

* I was part of a team that supported 3,000 Asurion Work @ Home employees.
* Onboarded several thousand of Asurion Work@Home employees.
* Performed extensive remote troubleshooting for experts experiencing technical issues.

**IT SERVICE DESK ANALYST II,** Evans, CO

**Asurion (**6/08 – 10/10)

* Performed hardware and software technical repairs for the Evans, CO site.
* Maintained hardware and software inventory

**EDUCATION**

**Vanderbilt University Coding Boot Camp,** Nashville, TN (1/20 – 7/22)

**ABILENE CHRISTIAN UNIVERSITY,** Abilene, Texas

**Business Administration** (8/96 – 12/01)

* 3.00 GPA
* Abilene Christian University Football

Christian Shaw

**REFERENCES**

Russell Scott

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