

# Christian Etienne

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## Education

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### Bachelor of Science in Cloud Computing *(In progress)*

Western Governors University

Salt Lake City, UT

## Work Experience

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### Systems Support Technician | UMBC Training Centers

Aug 2022 - Present

- ❖ Performed tier 1 and tier 2 help desks tasks for employees and students.
- ❖ Deployed, configured, and re-imaged multiple servers as course infrastructure, providing Linux or Windows virtual environments for students to complete coursework.
- ❖ Used configuration managers such as Salt and Ansible to manage equipment.
- ❖ Spun up containers and virtual machines for students, troubleshooting issues found.

### Technical Support Engineer | Thrive

Dec 2021 - Aug 2022

- ❖ Working on team of 3 as the IT Services department for Stone Ridge School of the Sacred Heart, providing technical support for around 1000 users.
- ❖ Build, deploy, and maintain Windows, Mac, and Linux computers.
- ❖ Administer computers, iPads, and other devices using MDMs including Jamf Pro, Intune, and Kaseya.
- ❖ Install, monitor, and troubleshoot network and infrastructure devices.

## Skills

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### Technical Skills

- ❖ **Technologies:** AWS, Linux, Windows, Terraform, Docker, Git, Intune, Ansible
- ❖ **Languages:** Python, Bash, Powershell, SQL
- ❖ **Certifications:**
  - ❖ AWS Certified Solutions Architect, AWS Certified Developer, AWS Certified SysOps Administrator
  - ❖ Microsoft Certified: Azure Administrator
  - ❖ CompTIA Cloud+, CompTIA Security+, CompTIA Network+, CompTIA A+

### Soft Skills

- ❖ Communication skills and short description
- ❖ Time management skills
- ❖ Team Player or something or other

## Projects

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- ❖ **Cloud Resume Challenge**
  - If we compress the port, we can get to the SSD transistor through the wireless EXE application!
  - Try to connect the MP3 circuit, maybe it will transmit the cross-platform transistor!
  - Use the analog ADP panel, then you can transcode the digital card! (link)
- ❖ **Static Website Hosting**
  - We need to parse the redundant AGP driver!
  - The PHP hard drive is down, reboot the virtual alarm so we can navigate the TCP feed!
- ❖ **Windows Virtual Machine Deployment**
  - Copying the virus won't do anything, we need to compress the 1080p GB antenna!
  - Try to calculate the SSD interface, maybe it will navigate the cross-platform array!