CHRISTOPHER HENDL

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EDUCATION

Louisiana State University **Baton Rouge, LA**
Bachelor of Science in Information Systems and Decision Sciences (ISDS) *Expected: December 2018*

Relevant Coursework
- Algorithm Design and Implementation, Information Technology Project Management, Management of Information Resources, Operations Management, Structured Program Design and Technology, E-Commerce Technology in Business, Web Page Development, ADA Compliance Training, Event Committee Member of Tigers in Tech at LSU

EXPERIENCE

TraceSecurity **Baton Rouge, LA**
Associate Information Security Analyst *January 2018 – Present*

- Organized and executed customized phishing and vishing tests in order to evaluate employee susceptibility to remote social engineering attempts.
- Audited network security procedures for over 100 small-to-midsize bank clients through external penetration testing using Kali-Linux virtual machines.
- Scheduled vulnerability scans and assisted clients with installing and troubleshooting scanning software.
- Performed policy reviews for clients, verifying policy language is aligned with industry standards and best practices.

Infragard / Law Enforcement Online **Baton Rouge, LA**
Technical Support Operator *August 2017 – January 2018*

- Resolved technical issues for local, state and federal law enforcement related to accessing and protecting data on secure servers.
- Collaborated effectively with multiple operators to successfully assist users with extensive requests.
- Gained experience in web browser and POP3 email client technical support.

Chimes East Restaurant **Baton Rouge, LA**
Lead Server *January 2010 – August 2017*

- Appointed a senior trainer for new employees including communicating restaurant's procedures and ongoing training initiatives and emphasizing excellent customer service techniques.
- Trained new employees on the restaurant point of sale computer system and how to perform all of its functions.
- Handled and diffused complicated situations with unsatisfied customers.
- Developed and communicated optimal facility and operational process improvements to management.

TECHNICAL SKILLS

Microsoft Office Suite, Kali-Linux, Adobe Photoshop and Dreamweaver, Visual Studio, Agile Development, Java, HTML5, CSS, Javascript, C#, SQL, Database software (MySQL/Microsoft Access)