

Christian “Kris” Diaz

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Education

University of South Florida

Bachelor of Science in Physics

Associates in Arts

Tampa, Florida

Fall 2026

August 2023

- Cumulative GPA: 3.3/4.0
- Relevant Coursework: Physics Lab I & II, Chemistry Lab I, Stellar Astronomy & Cosmology, Engineering Lab
- Activities: Member of Astronomy Club, USF chapter of the Society of Physics Students

Volunteer Experience

Corporate Clash

Support Team Lead

September 2023 – Current

- Provided guidance and mentorship to Support Representatives, cultivating an inclusive space for all team members.
- Collaborated with other Team Leads to resolve internal conflicts between team members, which resulted in a 20% reduction in team-wide turnover rate.
- Spearheaded the development of internal documentation using Confluence, leading to a 30% higher SLA compliance rate.

Support Team Assistant Manager

March 2023 – Current

- Managed the daily operations of the Support Department, ensuring user tickets were responded to in a timely manner.
- Developed new initiatives to streamline hiring process, leading to a 50% increase in the number of successful applicants.
- Organized interviews with prospective applicants and helped train new team members.

Support Representative

April 2022 – Current

- Responded to helpdesk tickets involving game, technical and account inquiries via Zammad.
- Utilized Python to troubleshoot highly technical tickets.

Projects

Race Car Robot @University of South Florida

September 2022 – November 2022

Github: github.com/kris-diaz/race-car-robot

- Description: Build an Arduino-based robot car that can be controlled by a user via a phone.
- Role: Software Lead; developed and tested code.
- Technologies Used: C++, Bluetooth, Arduino
- Outcome: Project met all objectives, voted 2nd best robot by professor.

ATCF HTTP Server

September 2021

Github: github.com/kris-diaz/ATCF-HTTP-Server

- Description: Develop a HTTP server that returns data on active tropical cyclones.
- Technologies Used: Python, Flask

JunoCam Image Bot

June 2021

Github: github.com/kris-diaz/junocam-image-bot

- Description: Automatically download, process, and post new images from NASA's Juno spacecraft.
- Technologies Used: Python, Twitter API

Skills

Technical Skills: User Support, Python, Zammad Helpdesk, Freshdesk, Confluence

Soft Skills: Leadership, Collaboration, Conflict Resolution, Adaptability

Certifications: CPR/AED/First Aid (expires Dec. 2025)