Charles Julian Knight

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Education

In Progress	B.S. Electrical Engineering, Georgia Institute of Technology and Berry College. *Minor in Mathematics.*

Technical skills

Certifications	Technical Certifications • CompTIA A+ 2009 • CompTIA Network+ • CompTIA Linux+ (in progress) • IC3 Computing Core
Programming	Familiar with: • Shell scripts • C • Java • Perl • Python • Basic
Operating Systems	Familiar with: • Linux • Windows • OSX
Software	Familiar with: • Networking software (Apache, Wireshark, Linux command-line tools) • Math simulation software (Mathematica, Maxima) • LaTeX • Adobe Creative Suite 4 (and earlier) • Office Suites (Microsoft and open source)

Employment

Aug 2009–present	**Student Supervisor**, Technical Support Desk. *Provided technical support for faculty, staff, and students over phone, email, and in person; created and managed service requests; directed departmental calls.*
April 2008–Aug 2009	**Customer Service Representative**, The UPS Store. *Packed and moved boxes; worked POS and shipment system; sorted mail to private mailboxes; assisted in copy and print services; maintained general store upkeep.*