



CHRISTIAN SEATON

Operations Analyst

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Operations Analyst with contract experience at Raymond James supporting high-volume enterprise workflows tied to mission-critical financial systems in a regulated environment. Strong in incident triage, system troubleshooting, documentation, and cross-team coordination with a risk-and-controls mindset. Known for solving problems that require technical judgment, communication, and systems thinking – not automation.

Education

Bachelor of Science in Information Science

University of South Florida, Tampa, FL |
August 2023 - May 2025

Concentration in Information Security

GPA: 3.35

Spring 2025 Dean's List

Associate of Arts in General Studies

Lake Sumter State College, Clermont, FL |
August 2021 - May 2023

Key Skills

- Enterprise Operations Support
- Incident & Issue Management
- Operations Risk Awareness & Process Controls
- Data Accuracy, Validation & Attention to Detail
- Risk & Compliance
- Policy & Control Awareness
- ServiceNow
- Microsoft Office / 365
- Root Cause Analysis
- Problem Solving

Professional Experience

Operations Analyst w/ Raymond James

TEKSystems, Saint Petersburg, FL | September 2025 - January 2026

- Investigate and resolve operational incidents affecting financial systems by validating data across multiple applications and identifying root causes of discrepancies.
- Take **live calls with internal teams, supervisors, and technical support groups** to troubleshoot issues, clarify requirements, and coordinate resolutions.
- Use **ServiceNow** to track, escalate, and document incidents, ensuring transparency, auditability, and timely resolution.
- **Coordinate with IT support, business analysts, and compliance teams** to troubleshoot issues and align solutions with regulatory and internal control requirements.
- Maintain clear documentation of procedures, incident resolution steps, and control activities to **support audits and risk management efforts**.

IT/AV Helpdesk

Lake Sumter State College, Clermont, FL | January 2023 - June 2023

- Provided technical support and troubleshooting assistance to end-users for IT and audiovisual equipment.
- Assisted in the setup and maintenance of AV systems for meetings, presentations, and events.
- Managed ticketing system to log and track IT/AV issues, ensuring timely resolution and communication with users.
- Conducted user training sessions to optimize understanding and utilization of IT and AV technology.

Valet Ambassador

Evolution Parking & Guest Services, Tampa, FL | October 2024 - September 2025

- Provided top-notch customer service to guests by greeting them with a warm welcome and assisting with their vehicle needs
- Trained new valet attendants on company policies and procedures, emphasizing the importance of exceptional service delivery
- Collaborated with hotel staff and management to coordinate valet services for events and special occasions, ensuring a seamless guest experience.

Full-Time Course Work

University of South Florida, Tampa, FL | August 2023 - October 2024

- Maintained a strong GPA while taking a heavy courseload of 15 credits per semester
- Demonstrated exceptional time management skills by balancing coursework, and extracurricular activities
- **Notable Coursework: Information Security, Ethical Hacking, Database, Concepts, Interaction Design, Computer Security Policies**