

Warren Christian

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EDUCATION

Washington State University | Pullman, WA | *In-Progress*

Expected September 2025

Bachelor of Science, Computer Science

Relevant Coursework

- Cyber Security – Linux, Redhat, Kali
- Database Management – SQL, Microsoft Access
- Python Programming – Python
- Cisco Certified | CCNA | ID#D5RNBFIHHDRQ1RKL – Cisco IOS, Cisco DNA Center

Central Washington University | Ellensburg, WA | *Completed*

September 2020 – September 2022

Bachelor of Science, IT Administration & Management

EXPERIENCE

PACCAR | Renton, WA

Desktop IT Administrator

September 2021 – February 2022

- Reimaged laptops and Windows machines using PXE for internal employees
- Assisted users with Active Directory permissions, MECM installations to install internal software
- Installed, configured, and maintained new hardware, systems, devices, and software
- Maintained virtual machines and provided support for AWS Workspaces for WFH developers
- Developed and wrote PowerShell scripts to maintain security compliance across 10,000+ machines

Microsoft | Redmond, WA

Infrastructure Support Analyst / Halo Infinite, 343i

August 2020 - August 2021

- Debugged Perforce source control and parsed proprietary tooling error data with Kusto
- Performed root cause analysis on transient server issues within code pipeline
- Azure DevOps trend analysis, issue mitigation and prevention, reported C# automation script bugs to infrastructure developers during build, test phases
- Trained new hires and built help desk team from bottom up in accordance with infrastructure team needs
- Raised average completed support tickets per month by 50%

City of Redmond | Redmond, WA

Desktop Support Intern

June 2019 - August 2019

- Participated in large reimaging process spanning city-wide using MECM and PowerShell remote scripting
- Trained new interns on SLA processes, documented SLA policy, and aided internal users with hardware troubleshooting
- Assisted in network cabling and troubleshooting within the network engineering department

CLUBS & EXTRACURRICULARS

WSU Esports Club | Pullman, WA

Executive Board Member

January 2023 - Current

- Hosted and planned Esports team events throughout the year
- Streamed various events using OBS streaming software, set up A/V
- Obtained \$1,500+ in sponsorship opportunities for club funding from outside corporate sponsors and local businesses

Cisco Notary Club | Bellevue, WA

Club Member

September 2017 - August 2018

- Participated in re-imaging and configuring Cisco/Windows hardware using Cisco IOS for network hardware configuration
- Assisted with obtaining \$2,000+ funding from external sources by hosting fundraisers
- Shipped hardware to disadvantaged students in Antigua for the purpose of gaining IT skills