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## JAMIE E. CHRIST

262.777.0384 | jamiechrist.tech@gmail.com | <https://jamiechrist.com/>

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### IT SUPPORT TECHNICIAN

Technical Support | Customer Support | Windows & AD Troubleshooting

**End users love me.** I strive to be the person users feel relieved to reach when things go wrong. I'm proficient at solving technical problems using friendly conversation, quick decisive critical thinking, and a strong troubleshooting foundation — always paired with professional empathy.

Areas of expertise and certifications include:

#### CERTIFICATIONS:

**CompTIA:** A+, Network+, Security+, Project+

**AWS:** Certified Cloud Practitioner

**LPI:** Linux Essentials

**ITIL 4:** Foundations

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| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Microsoft 365 Support        | <input type="checkbox"/> Knowledge Base Documentation  |
| <input type="checkbox"/> Troubleshooting & Diagnosis | <input type="checkbox"/> MFA & Access Management      | <input type="checkbox"/> Windows OS & Device Support   |
| <input type="checkbox"/> Active Directory / Entra ID | <input type="checkbox"/> Remote Desktop & VPN Support | <input type="checkbox"/> Customer Service & Escalation |
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### PROJECTS

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#### ACTIVE DIRECTORY LAB | Windows Server 2022

- Created a virtual lab with **Windows Server 2022** and **Windows 10** clients in **Hyper-V**.
- Configured AD, **DNS**, **DHCP**, **NAT**, and promoted server to domain controller.
- Managed **Active Directory** users and OUs, applied GPOs for restrictions and **automated software deployment**.
- Enabled **RDP** and used **PowerShell** for basic admin tasks.

#### PORTFOLIO WEBSITE | AWS Deployment

- Hosted a static site on **S3** with custom domain (**Route 53**) and **CloudFront CDN**.
  - Set up HTTPS using **AWS Certificate Manager** and domain redirects via S3 buckets.
  - Automated updates with AWS CLI (**s3 sync**, **cache invalidation**).
  - Resolved issues related to **SSL**, **DNS**, and content delivery.
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### WORK EXPERIENCE

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TARGET, Brookfield, WI

Apr 2019 – Jul 2021

#### Tech Consultant

- Resolved setup and connectivity issues for **5-10 devices per shift**, boosting guest satisfaction.
- Provided tech support to **50+ customers daily**; known for empathy, clear communication, and efficiency.
- Led weekly media resets and ensured **100% planogram compliance** across the Entertainment department.

DAVE & BUSTER'S, Wauwatosa, WI

Feb 2018 – Apr 2019

#### Game Technician

- Performed **hardware and software troubleshooting** on arcade machines, maintaining **95%+ uptime**.
  - Installed and tested **CAT5 network connections** to ensure consistent system and card reader functionality.
  - Assisted **50+ guests per shift** with gameplay or tech issues, balancing speed and customer satisfaction.
  - Logged maintenance activity and shift updates in **Slack** to support team visibility and issue tracking.
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### EDUCATION

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#### Bachelor of Science in Information Technology

WESTERN GOVERNORS UNIVERSITY, Millcreek, Utah

Graduated: Jun 2025