

Jamie Christ

IT & Cloud Support Associate

Jefferson, Wisconsin

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Profile Summary

Recent IT graduate with hands-on experience in cloud operations, system administration, and technical support. Built a strong foundation through personal labs and tutorials focused on OS configuration, user management, remote access, and monitoring in both Windows and Linux environments. Eager to apply these skills in an entry-level IT support or cloud support role while continuing to grow professionally.

Technical Skills

- **Cloud Platforms:** AWS (IAM, EC2, S3, CloudFront, Route 53, VPC, ACM)
- **System Administration:** Windows Server, Linux, Active Directory
- **Networking:** TCP/IP, NAT, DHCP, DNS, VLANs, Routing Protocols
- **Security:** IAM, Firewall Configuration, Security Protocols
- **Troubleshooting:** Cloud, Network, and System Issues
- **Customer Support:** End-user communication, technical assistance, ticket resolution

Certifications

- **AWS:** Cloud Practitioner
- **CompTIA:** A+, Network+, Security+, Project+
- **LPI:** Linux Essentials
- **ITIL:** 4 Foundations

Projects (Personal + Lab)

AWS Static Portfolio Deployment

Deployed a personal website using Amazon S3, Route 53, and CloudFront with HTTPS via ACM. Configured DNS records, bucket policies, and a custom domain using Route 53. Created a subdomain redirect to point traffic from a secondary domain to the main site.

Cloud Quest: Solutions Architect Track

Completed 25+ hands-on AWS missions simulating real-world scenarios across services like EC2, IAM, S3, CloudFront, Route 53, and CloudWatch. Gained experience connecting to EC2 instances via Session Manager, configuring private DNS records (A and CNAME) in Route 53, resolving caching and permission issues, and delivering secure static content via CloudFront and S3. Also built API-driven applications using API Gateway, Lambda, and DynamoDB, while applying monitoring and cost optimization best practices throughout.

Active Directory Lab Implementation

Designed and implemented an Active Directory lab environment on Windows Server 2022, integrating cloud concepts for scalable management. Configured NAT, DNS, and DHCP for optimized network functionality and automated user account management. Developed a PowerShell script to create 1,000 unique user accounts, showcasing skills in cloud environment provisioning and identity management.

Professional Experience

Full-Time Student

Western Governors University | Millcreek, Utah | July 2021 – 2025

Completed a Bachelor of Science in Information Technology with a focus on cloud computing and network security. Developed practical skills in AWS, system administration, and security principles through coursework and personal labs. Actively pursued certifications to enhance my learning and job qualifications.

Tech Consultant

Target | Brookfield, Wisconsin | April 2019 – June 2021

Provided technical support for customers' mobile devices, tablets, and electronics. Assisted with device setup, basic troubleshooting, and network connectivity issues. Educated customers on product features and usage while maintaining excellent customer service. Collaborated with team members to support daily service desk operations.

Game Technician

Dave & Buster's | Wauwatosa, Wisconsin | February 2018 – April 2019

Maintained and repaired arcade game systems, including updating software and hardware components. Configured and troubleshooted network connectivity by wiring and testing CAT cables and routers to ensure seamless game operation. Assisted guests with technical issues, providing friendly and effective customer support to enhance their experience. Collaborated with the team to keep game areas operational and well-maintained.

Education

Bachelor of Science in Information Technology

Western Governors University | Millcreek, Utah

Graduated: June 2025