

## Jamie Christ

Cloud Support Associate | Information Technology Specialist

Jefferson, Wisconsin

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### Profile Summary

Entry-Level Cloud Support Associate with hands-on AWS experience and a growing skill set in cloud operations, system administration, and customer support. Gaining foundational sysadmin experience through personal labs and tutorials focused on OS configuration, user management, remote access, and monitoring in Windows and Linux environments. Currently finalizing a bachelor's degree in information technology while actively pursuing a career in cloud computing.

### Core Competencies

- Cloud Platforms: AWS (IAM, EC2, S3, CloudFront, Route 53, CloudWatch, 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+
- LPI: Linux Essentials
- ITIL: 4 Foundations

### Cloud 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. Connected to EC2 instances via Session Manager, resolved DNS issues using private A and CNAME records, and reconfigured CloudFront origins to serve secure content from S3. Demonstrated the ability to troubleshoot permission errors, website caching issues, and network connectivity within AWS environments.

### **EC2 Web Server + Monitoring Setup**

Launched and configured an EC2 instance, connected via Session Manager, installed Apache, and set up CloudWatch monitoring for performance tracking.

## **Professional Experience**

### **Active Directory Lab Implementation**

Personal Project | January 2024 – February 2024

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.

### **Full-Time Student**

Western Governor's University | Millcreek, Utah | July 2021 – Present

Pursuing a Bachelor's degree with a concentration in Cloud Computing and Network Security. Gained proficiency in AWS services, cloud security principles, and system administration. Progressing through certifications to align with industry standards and elevate technical expertise.

### **Tech Consultant**

Target | Brookfield, Wisconsin | April 2019 – June 2021

Delivered technical support for devices and services, including troubleshooting network connectivity and system performance. Supported customers in configuring cloud-enabled devices and applications, ensuring seamless adoption. Conducted training for team members on cloud-based tools and IT best practices.

## **Education**

### **Bachelor of Science in Information Technology**

Western Governor's University | Millcreek, Utah

Expected Graduation: August 2025