

# Christopher Jansen

## Career Objective

Furthering my development as a security professional in an information security position that builds off of my previous experiences and provides an environment to learn and expand my expertise.

## Work Experience

### **THz3, Inc.** (April 2007 - Present)

#### Technical Assistance Center Consultant

- High-level phone and online support for remote clients
- Technical consultation with senior management of clients
- Implementation of remote monitoring tools
- Monitoring remote network performance
- Coordinate responses to outages and failures
- Writing technical documentation
- Configuring and deployment of Windows based servers
- Quoting, ordering, and deployment of PCs and upgrades
- Monitor remote servers and networks for problems

### **DePaul University Information Services** (August 2006 – April 2007)

#### Student Field Support Technician

- Maintain and deploy Audio/Visual equipment
- Respond to helpdesk tickets
- Maintain and deploy computer systems
- Nominated for Student Employee of the Year

### **Northside College Preparatory High School** (April 2004 – August 2005)

#### Student Tech Intern

- Helped maintain computers, printers, network, and wireless network
- Technology support for teachers
- Maintained and worked with servers (Windows & Linux)

## Skills

- Microsoft Certified Professional for Windows Vista
- Experience with Windows 98-Vista, Server 2000-2008, Linux, and Mac OS X
- Active Directory and SMS
- Apache, Subversion, SSH, SNMP, and Windows login scripts
- VPN, Remote Desktop, and other remote access tools
- Server monitoring tools (Dell IT Assistant & HP Insight Manager)
- Computer & Server based image deployment tools
- Cisco network equipment and phones
- Enterprise Level Anti-Virus Deployment and Maintenance
- Some Java and ASP.NET programming
- Customer Service

## Education

### **DePaul University** (2005 - Expected Graduation: 2009)

#### BS Information Assurance and Security Engineering

- Dean's List
- GPA: 3.8

#### Awards Received

- Presidential Scholarship
- Top of the Sophomore Class