

Christian Gazaway

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TECHNICAL SKILLS:

- **Programming Languages:** Python, SQL
- **Operating Systems:** Windows, Linux, MacOS
- **Software:** Salesforce, Anaconda, Figma, Service Now, Microsoft Office, Databases (Oracle, MySQL)
- **Other:** Data Analysis, Project Management, Cloud Platforms

RELEVANT EXPERIENCE:

I.T. Support Specialist - Morgan Stanley | Nov. 2023 – Aug. 2024

- Collaborated with global teams to troubleshoot secure bank file transfers (FTP/SFTP) and encryption protocols, ensuring timely and secure transmission of sensitive financial data.
- Demonstrate advanced proficiency in PGP and other types of encryptions.
- Implement security protocols to safeguard sensitive financial data, ensuring compliance with industry regulations and the bank's internal policies.
- Manage SSH and other authentication mechanisms.

Technical Support Specialist - Escort Radars | Oct. 2021 – Nov. 2022

- Provided first level technical support to end users on devices and applications.
- Performed trouble shooting techniques over the phone or email to identify and resolve issues.
- Established patterns of reoccurring issues and provided input to development teams.
- Used Shopify to create orders and escalate tickets when needed.

Project Manager Intern - Tyus Development | Jun. 2020 – Oct. 2021

- Assisted in managing 8+ residential renovations and new-build projects, ensuring on-time delivery, budget adherence, and code compliance.
- Supported senior project managers by drafting cost estimates, bid proposals, and subcontractor contracts, helping reduce procurement time by 15%.
- Implemented cost-saving measures through vendor comparison and material optimization, contributing to an average 8–10% reduction in total project expenses.
- Conducted site visits to monitor progress, safety, and quality standards, identifying and resolving issues to prevent delays

Operations Assistant - The Hillman Group | Jun. 2019 – Jun. 2020

- Used Excel to enter, analyze, and generate reports based on the performance of over 700 employees.
- Communicated results to team and managers to increase overall company productivity using Python.
- Led a team of 50 in high-volume operational rollouts and internal product launches, supporting key launch initiatives.
- Assisted team with overall COVID-19 response plan and implementation.

EDUCATION:

Western Governors University

- **M.S., Computer Science** -
Current
- **B.S., Business Administration** -
Information Technology Management -
Mar. 2025

Eastern Gateway Community College

- **A.S., Information Technology** -
Oct. 2022

CERTIFICATIONS:

- **Scrum Master Certified** | Apr. 2025
- **ITIL v4 Foundations** | Mar. 2025
- **Scrum Fundamentals** | Mar. 2025
- **DevOps Foundations** | Feb. 2025
- **Agile & Scrum** | Feb. 2025
- **Python Coding (Certified)** | Jan. 2025
- **TestOut Server Pro: Install & Storage** | Oct. 2022
- **Google I.T. & Support** | Sep. 2019

MILITARY EXPERIENCE:

Master at Arms – United States Navy

Petty Officer 3rd Class (E4/E5 Eligible)
Sep. 2010 – May 2014

VOLUNTEER EXPERIENCE:

Association of Leaders in Volunteer Engagement (ALIVE) | Mar. 2025

Technology Committee Member

- Research and evaluate new technologies and systems to enhance organizational efficiency.
- Provide ongoing technical support to ensure smooth operation of digital tools and platforms used by the organization.
- Collaborate with committee members to develop strategic recommendations for technology improvements.
- Assist in the implementation and troubleshooting of software solutions, particularly suited to the needs of a startup environment.

