

Christian Etienne

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EDUCATION

WESTERN GOVERNORS UNIVERSITY

Salt Lake City, UT

Bachelor of Science

Oct 2024

Major in Cloud Computing - Amazon Web Services Track

Relevant Coursework: Networks and Security, Cloud Architecture, Cloud Deployment and Operations, Cloud Developer, Managing Cloud Security, Scripting and Automation

CERTIFICATIONS & SKILLS

Certifications: AWS Certified Solutions Architect, CompTIA Cloud+, Security+, Network+, A+, ITILv4 Foundations

Cloud Platforms: Amazon Web Services, Microsoft Azure

Tools: Docker, Ansible, Git/GitHub, EntraID/Intune, VSCode, Vi/Vim

Operating Systems: Linux, Windows, Windows Server, MacOS

Programming Languages: Python, Bash, Powershell

PROJECTS

AWS CLOUD RESUME CHALLENGE

- Built a serverless web application for the Cloud Resume Challenge, leveraging AWS and SAM (Serverless Application Model).
- Displayed dynamic visitor count on a website using API Gateway, Lambda functions, and DynamoDB for data storage.
- Managed infrastructure with SAM templates for efficient, repeatable deployment.
- Gained experience in cloud development, serverless architecture, and CI/CD.

MICROSOFT ENTRA/G-SUITE CONNECTOR SSO INTEGRATION

- Integrated Microsoft Entra with Google Cloud's G Suite Connector to enable Single Sign-On (SSO) for seamless user authentication across platforms.
- Configured OAuth 2.0 and SAML protocols to establish secure identity federation between Microsoft Entra and Google Cloud services.
- Collaborated with cross-functional teams to ensure effective user provisioning and synchronization of identity data.
- Developed user documentation and training materials to facilitate smooth adoption of the new SSO system and enhance user experience.

WORK EXPERIENCE

UMBC TRAINING CENTERS

Columbia, MD

Systems Support Technician

Aug 2022 - Present

- Provided tier 1 and tier 2 help desk support for around 40 employees and hundreds of students, resolving technical issues promptly and effectively.
- Configured, deployed, and managed servers, containerized environments, and over 200 physical lab machines for student learning using Ubuntu Server, LXC, VirtualBox, and Apache Guacamole.
- Managed company devices, users, security policies, configuration settings, certificates, and other resources in Azure AD and Entra ID.
- Analyzed, researched, and documented unknown issues and processes for remediation.

THRIVE NEXTGEN MANAGED SERVICES

Bethesda, MD

Technical Support Engineer

Dec 2021 - Aug 2022

- Collaborated with a team of three to provide comprehensive IT support for approximately 1,000 users, including students, faculty, and staff.
- Configured, deployed, and maintained a variety of systems, including Windows, macOS, and Linux computers.
- Managed over 1000 computers and iPads using Mobile Device Management (MDM) solutions, like Jamf Pro and Intune.
- Installed, monitored, and troubleshot network and infrastructure devices, ensuring optimal performance and security.
- Assisted in resolving and closing over 100 ongoing or expired tickets, addressing a backlog created by understaffing prior to my arrival, which improved response times and user satisfaction.