Chase Sharp

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SUMMARY

Seasoned customer service representative with 7+ years of experience looking to utilize both my prowess in tech and communications. Holds a strong belief that efficient root cause analysis can be jump started through effective listening and communicating. Seeking a position as a Tier 1 or 2 technical support representative.

EDUCATION

Whatcom Community College   **June, 2021**
Associate in Applied Sciences - Cybersecurity   *Bellingham, WA*
- 3.36 GPA
- Participated in two CTF cybersecurity games ranking in the top 5% for both Jeopardy style competitions

CERTIFICATIONS

CompTIA Network+ N10-009 Certification   **Certification Received: 04/13/25**

PERSONAL IT PROJECTS

Red-Team/Blue-Team Lab Creation
- Created a contained lab to practice defending against and using exploits found within the Metasploit framework
- Network includes over thirty hosts running various versions of Windows/Linux

3D Modeling/Animation
- Created a multitude of different Assets using a software stack Blender/Substance Painter/Unreal Engine 5

Collegiate Cyber Defense Competition (2nd in State)
- Worked with a team of five to secure and mitigate attacks on a mach business network by professional hackers

Project Showcase/blog
- Created a website showcasing my various projects and solutions over the years hosted at **chazae.github.io**

WORK EXPERIENCE

The Sandwich Odyssey   **Apr. 2023 – Current**
Line Cook/Tech Support   *Bellingham, WA*
- Maintain a flat top grill, working all rushes with five or more items on at the same time
- Wash dishes, mop floors, scrub sinks, and deep clean in-between rushes
- Coordinate with a team of up to six people to pump out orders using clear and concise communication
- Diagnose, troubleshoot, and fix network issues that arise in a timely manner as to maintain online orders

SKILLS & INTERESTS

- **Computer Skills:** Highly proficient with Windows/Linux/MacOS, Powershell/BASH, Configuring Routers/Switches, and Cloud platforms such as Azure/AWS, Ticketing Software (Zendesk, Freshdesk, Bold Desk, Service Desk, Salesforce)
- **Coding Languages:** Python (Expert), HTML/CSS (Expert), Java (Intermediate), C# (Intermediate), C++ (beginner)
- **Soft Skills:** Excellent Customer Service, Effective Communicator, Multitasker, Positive Attitude
- **Interests:** Hiking, Game Design (Blender/Unreal), D&D, Cooking, BoJack Horseman, Learning