Christopher Diaz

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Education:

Montgomery College | Assoicate's Degree Computer Science | Spring 2024 - In Progress

Prince George's Community College | Associate's Degree Computer Technology Engineer | 2009 - 2016, Largo, MD

Certifications/Competencies:

CompTIA Security+
Certified May 2023

Ignite Hubs App Design Bootcamp
Certified Feb 2024

Active Security Clearance:
Verified Jan 2025

Experience:

Walter Reed Hospital Military Hospital / ID Card Specialist

Feb 2024 - Current, Bethesda, MD

- Customers advocate for Spanish-speaking customers to promptly provide clear and concise information to assist their transactions.
- Following the PII (Personally identifiable information), I provided professional and empathetic service to customers.
- Provided a positive and problem-solving attitude towards challenges that customers may encounter

Northern Virginia Community College / Virtual Assistant (Work-Study)

August 2023 - December 2023, Alexandria, VA

- Provided virtual assistance via Zoom to prospective and current Students.
- Provide troubleshooting techniques for resolving common Zoom issues
- Assisted virtual counselors with Spanish-speaking students to provide a smooth transition through their onboarding process

Capital One / Sr. Support Specialist

June 2018 - February 2023, McLean, VA

- Provided remote/onsite support to engineering teams regarding hardening and updating devices over the corporate network
- Created instructions for an external vendor to expand their technical support to Mac users for troubleshooting their RLNK-P915R and P415 series
- Developed an inventory workflow using Google Sheets to support the nationwide team involving seven teams of 16 colleagues
- Led customer and stakeholder training on new technology for various lines of business.
- Documented and updated project lifecycle through platforms such as Jira, Google Docs/sheets, Snow

Newseum / Event support

Sept 2012 - May 2018, Washington DC

- Covered day-to-day audio video operations of a museum, provided site operations