

CHRISTIE GROSS

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QUALIFICATIONS SUMMARY

User technical support and website management professional contributing six years' experience in project implementation and management. Highly computer literate with multiple scripting proficiencies. Studies focused in information security and digital forensics. Experienced technical writer with awards in proofreading.

EXPERIENCE

DISTANCE LEARNING SUPPORT TECHNICIAN | ANDERSON SCHOOL OF MANAGEMENT FEBRUARY 2013 - PRESENT

- Worked extensively within the UNM Blackboard Learn platform to support faculty, staff and students via face-to-face and email-based meetings.
- Created extensive text and media tutorials for instructors and students using the Blackboard Learn platform.
- Attended the 2013 Blackboard Learn World Conference in order to better maximize the potential of the Learn platform for instructors and students; attended a Certified Trainers Summit for the Blackboard Learn platform.
- Worked within a small team environment to create an extensive repository of resources for Learn users.
- Trained faculty in Blackboard Learn best practices.
- Attended the 2013 Mobile Learning Conference in order to better maximize the potential of student and faculty mobile devices, especially within the Blackboard Learn environment.

IT SUPPORT TECHNICIAN | ANDERSON SCHOOL OF MANAGEMENT FEBRUARY 2013 - PRESENT

- Assisted faculty, staff, and students with troubleshooting of technical issues, including viruses, malfunctioning hardware/software, and mobile device setup.
- Collaborated within a team environment to problem-solve and efficiently offer customer support.
- Updated, imaged, and configured computers for faculty and staff; resolved compatibility issues, updated plugins and software, and instructed staff and faculty on proper use.
- Enforced customer support via Dell chat and phone-in; replaced defective systems and other machinery.
- Communicated technical resolutions clearly and efficiently to non-technical faculty and staff over the phone and face-to-face.

SMALL ENTERPRISE DEVELOPMENT VOLUNTEER | US PEACE CORPS OCTOBER 2010 – OCTOBER 2012: BURKINA FASO, WEST AFRICA

- Collaborated with women's shea butter cosmetics association to improve business practices and facilitate enterprising change.
- Planned and managed large scale trainings and projects for groups of up to sixty people. These included technical training projects as well as lectures.
- Conducted international market research and feasibility studies for new products. Oversaw product design and marketing strategy.
- Trained administrative officers in small enterprise better practices.
- Chaired the Information, Communications and Technology Committee: ran meetings, planned agendas, followed-through on project ideas, and served as webmaster for Burkina Faso Peace Corps website.
- Taught five week ESL camp for twenty-five mid and high school level Burkinabe students.

EXHIBITS ASSISTANT | NEW MEXICO MUSEUM OF NATURAL HISTORY AND SCIENCE
AUGUST 2006 – SEPTEMBER 2010

- Developed and maintained new museum website – <http://www.nmnaturalhistory.org>.
- Designed graphics for museum exhibits: produced text, images, and exhibit features. Collaborated with team to carry out exhibit setup.
- Conducted research to create extensive traveling-exhibit database for museum reference.
- Populated database with over 100 articles and acquired permissions for article use. Prepared graphics for online database about New Mexico's state fossil.

WEBSITE DESIGNER | CHRISTIE GROSS DESIGNS
MAY 2008 – SEPTEMBER 2010 AND MAY 2013 – PRESENT

- Designed, implemented, and maintained company websites in New Mexico.

SALES & CUSTOMER SERVICE REPRESENTATIVE | BIG 5 SPORTING GOODS
JUNE 2009 – SEPTEMBER 2010

- Oversaw sales transactions and enforced customer service in-store.

EDUCATION | UNIVERSITY OF NEW MEXICO • ALBUQUERQUE, NM
EXPECTED MASTER OF BUSINESS ADMINISTRATION, CONCENTRATIONS IN
INFORMATION ASSURANCE AND MANAGEMENT INFORMATION SYSTEMS
Expected Graduation December 2014 • Current cumulative GPA 4.18

UNIVERSITY OF NEW MEXICO • ALBUQUERQUE, NM
BACHELOR OF BUSINESS ADMINISTRATION, CONCENTRATION IN MANAGEMENT
INFORMATION SYSTEMS, 2010
GPA 3.89 • Magna Cum Laude

TECHNICAL SKILLS | Windows/MAC OS • Kali Linux/Backtrack • Microsoft Office 2013 • HTML5/CSS3
• Adobe Creative Suite 6 • MODx, Drupal & WordPress CMS • Blackboard Learn •
Active Directory/Windows Server 2008

EVENTS AND NOTABLES |

- Member of the Network Exploitation Security Team (NEST) at the University of New Mexico. Attend regular trainings concerning network and information security. Notable sessions include malware analysis with Sandia National Laboratories Red Hat Team member Ben Anderson.
- Captain for the UNM team at the 2014 Rocky Mountain National Collegiate Cyber Defense Competition – February/March 2014.
- Creating an independent study January – May 2014 focusing on digital forensics and available tools. Semester agenda includes creating tutorials and conducting trainings in partnership with the Network Exploitation Security Team. Agenda available upon request.
- Conducted a training for 20 NEST members in digital forensics. The training included tutorials in digital forensics topics.
- Published novelist December 2012.
- Noncompetitive Eligibility for government positions until December 2014.