

# Christopher I. Afonso

Direct: 508-266-1919  
chrisiafonso@gmail.com



Scan me with your Smartphone  
QR Code Reader

## PROFESSIONAL CAREER OBJECTIVE

---

To apply the knowledge I've gained from my education, self study and hands-on experience in the technology field and continue to advance my professional and personal skills in an entry-level position with an outstanding company which will allow me to grow and develop expertise for a lifelong career in the field of Information Systems Security and Technology.

## WORK EXPERIENCE

---

**Machado Consulting, Worcester, MA**  
*Technical Consultant*

03/2017 – Present

Tier I Helpdesk role responsible for providing support for approximately 40 Small Business clients with various areas of IT. Regular tasks included account provisioning/de-provisioning (AD, Exchange, and Office 365 environments), setup of workstations, assisting with client-specific software (CRM and ERP systems), advisement on E-Mail Security issues (Spam and Phishing Scams) and escalations for widespread network related inquiries to Tier II technicians.

**UMass Amherst - Office of Information Technology, Amherst, MA**  
*Help Center Consultant*

08/2013 – 12/2016

Responsible for support desk inquiries, mainly front end, assisting clients with various problems concerning computers and University Services. Also responsible for over the phone troubleshooting, which mainly consisted of assisting clients accessing University specific software or departments.

**UMass Medical School Information Technology, Shrewsbury, MA**  
*IT Innovation Intern – Information Security Intern*

05/2016 - 08/2016

Was responsible for developing an Information Security Dashboard for IT Executives, allowing for increased visibility and responsiveness when gauging the businesses Information Security objectives. Was also assisting with and learning subject matter related to Information Security specifically: compliance and risk management.

## EDUCATION

---

**University of Massachusetts - Amherst, Amherst, MA, Cumulative GPA: 3.08**  
Computer Science - Subtrack in Artificial Intelligence, Minor in Economics

Aug 2013 –  
Dec 2016

**Blackstone Valley Regional Vocational Technical High School, Upton, MA**  
Information Technology, Cumulative GPA: 4.0  
Computer Maintenance & Repair/Networking Fundamentals/Programming Essentials  
technology shop and academic Honors and AP courses.

Aug 2009 –  
May 2013

## LICENSES AND CERTIFICATIONS

---

CompTIA A+ Certification – Essentials and Practical Applications – Verify: D1XPELF1BJ1Q5CNC  
OSHA - 10 Hour General Safety Certification  
Digium dCSP, dCSE, dSSE - Telecom Related Certification

**\* References available upon request \***