CHRISTOPHER NELSON

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Education

University of Massachusetts - Boston | Boston, MA
Bachelor of Science in Information Technology - System Administration
05/2025
3.2 GPA - Fall 2023, Spring 2024 - Dean's List
Relevant coursework in Python, Relational Databases (SQL), Networking, Project Management, Computer Forensics I & II, Network Security I & II, Linux & Windows System Administration, Ethics in Computing, IT Capstone, Web Fluency (HTML/CSS), Research Essay on Ransomware in the Healthcare Sector

Accomplishments

- Won **1st place** in IT Capstone Competition - **Project Manager** of MagentaFLOW by Magenta Solutions: A predictive, customizable inventory management system and **all-in-one analytics solution** for small to mid-size businesses.

Experience

Alliance Technology Partners | Boston, Massachusetts
Day-One Client Support | Contract
09/2024 - Current

- Work with IT technicians to provide day-one support for clients.
- Assisted clients one-on-one for IT consultations.
- Assist Abacus Group LLC clients in moving systems from legacy location to new location and setting up new offices.

Invicta Software | Remote
Developer / IT Technical Lead / Sales Engineer
03/2024 - Current

- Design and implement integration solutions to enhance system functionality and performance.
- Design, develop, and maintain front-end and back-end components of applications.
- Present routine reports on project status, challenges, team performance, and funding needs during executive meetings.
- Assist in creating the company's long-term technology plan.

Massachusetts General Hospital | Boston, MA
Certified Pharmacy Technician
03/2023 - Current

- Operate the customer service line akin to an IT help desk, using the Epic software to assist nurses with logistical issues related to patient medications, resolving incoming tickets, and ensuring all refrigerator systems maintain proper temperatures.
- Maintain Omnicell automation systems in the hospital.
- Assist pharmacists in preparing prescriptions for filling, including counting tablets, and labeling bottles.

Technical & Interpersonal Skills

Soft Skills: Project Management and Leadership, Customer Service, Communication
Technical Skills: Troubleshooting, Network Design, Scripting, Security, Digital Forensics, Programming
Software Tools: Linux/Unix, Airtable, AWS, Wireshark, EnCase, Armis, Vanta, Packet Tracer, Figma, Softr, Windows, Active Directory, Windows Server, System Administration, Virtual Box, VMWare, Microsoft Suite, Jira, Notion, Akiflow, CapCut, DaVinci Resolve, Canva, ChatGPT
Coding & Markup Languages: Python, HTML/CSS/JavaScript, SQL, PowerShell

Certifications

CPhT (Obtained by PTCB)

References

Available upon request.