Christian Munoz

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My LinkedIn
My Website

U.S. Veteran transitioning to the IT sector with a solid foundation in team leadership and operational excellence.

Bringing 6 years of proven experience in the United States Air Force, I have consistently delivered measurable results while leading teams of 4-6 in dynamic, fast-paced environments. My comprehensive background includes project management, logistical coordination, and customer service, honed through domestic and global operations in the United States and the Kingdom of Saudi Arabia. I am a recent graduate with a Bachelor of Science in Information Technology. I am eager to leverage my disciplined approach, technical acumen, and leadership skills to contribute effectively in the IT industry.

PROFESSIONAL EXPERIENCE

Availity, Jacksonville, FL (remote)
Client Services Technical Support I *FEB 2024–PRESENT*

- Showcased adaptability and technical proficiency by navigating multiple programs/tools, maintaining high customer service standards.
- Utilized Salesforce CRM for detailed documentation of customer interactions, ensuring accurate tracking and follow-up on all issues.
- Collaborated with team members and participated in continuous learning opportunities, contributing to a culture of innovation and improvement within the company.
- Managed a high volume of customer calls in a dynamic, fast-paced technical environment.

GE Appliances, Louisville, KY (remote)
IT Data Governance Intern *AUG 2023–DEC 2023*

- Leveraged Collibra and Tableau for data governance initiatives, facilitating data lineage mapping, cataloguing critical data assets, and streamlining data stewardship workflows, enhanced overall data transparency and accessibility across the organization.
- Engaged in regular training and workshops to stay updated on data governance best practices and trends.
- Supported the implementation of data quality rules, ensuring accuracy, consistency, and reliability of data assets.
- Aided in the development and implementation of data governance policies, standards, and procedures.

Bureau of Labor Statistics (Department of Labor), Washington, DC (remote)
IT DevOps Intern *MAY 2023–AUG 2023*

- Emphasized continuous learning and improvement through participation in code reviews and knowledge sharing sessions within the team.
- Demonstrated expertise in coding and scripting with Java, Selenium WebDriver, and SpringBoot TestNG, resulting in robust, scalable, and maintainable test automation suites.
- Leveraged Jenkins for the execution of automated builds and deployments, which significantly reduced deployment errors and improved the productivity of the development team.
- Streamlined code versioning and team contributions through effective use of commits, merges, and pull requests on GitHub.

Valencia College, Orlando, FL (hybrid)
Veteran Affairs Representative *AUG 2021–MAY 2023*

- Conducted in-person, online, and telephone meetings with student veterans to explain school policies and VA educational benefits.

- Assisted veterans and dependents in preparing forms and documents to utilize their educational benefits.
- Provided clerical support, addressing routine and special requirements.
- Answered emails and telephone calls regarding student issues and help troubleshoot the error through the school or VA record system.

U.S. Air Force,
Food Service Shift Leader and Fitness Staff Member

Shaw AFB, SC
Patrick SFB, FL
JUNE 2017–JULY 2023

- Led a team of 6 personnel to provide quality food and service for a daily average of 550 customers.
- Conducted front desk operations, supporting in-person customer needs, while also tending to incoming telephone calls.
- Provided quality customer service to incoming fitness centre customers and hourly inspections of the building for continuous cleanliness and organization.
- Inspected and maintained sanitation and cleanliness as directed by ServSafe standards.
- Utilized culinary skills to provide 3 entrees, 2 vegetables, and 2 starches per shift.

EDUCATION

Western Kentucky University
Bachelor of Science in Information Technology

Bowling Green, KY
MAY 2023–DEC 2024

Valencia College
Associate of Science in Information Technology

Orlando, FL
JAN 2021–APR 2023

Crestview High School
H.S. Diploma

Crestview, FL
AUG 2014–May 2017

Coursera Certification
Google IT Support Specialization

JULY 2023

Valencia College Certification
Computer Programming Specialist with Specialization in Computer Programming

MAY 2023

Valencia College Certification
Computer Information Data Specialist

DEC 2022

Valencia College Certification
Computer Information Technology Specialist

AUG 2022

ADDITIONAL SKILLS

- Programming/Scripting Languages: Python, C, Java, JavaScript
- Data Management: SQL, MySQL, Data Governance, Data Migration
- Process Management & Analysis: Program Management, Process Optimization, Continuous Improvement
- Software Development: Object-Oriented Programming (OOP), Application Development
- Enterprise Software: Salesforce, Jenkins, Collibra
- Operating Systems: Windows Servers, Active Directory
- Web Development: HTML, CSS
- Microsoft Excel: Data Analysis
- Security: Data Security, Risk Management
- Database: Database Management, SQL Querying
- Cloud & DevOps: Jenkins, GitHub, Automated Testing, Integration

- Leadership & Team Management
- Critical Thinking & Problem-Solving
- Customer Service & Communication
- Time Management & Attention to Detail
- Strategic Planning