

Christopher Hood

INFORMATION SECURITY EXAMINER | SERVICE DESK AGENT | CYBERSECURITY ANALYST

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PROFESSIONAL SUMMARY

Information Security professional with experience conducting IT examinations, evaluating technical controls, and helpdesk support. Skilled in analyzing network architecture, audit logs, Business Continuity Plans (BCP), and supporting/sustain day-to-day operations. Strong background in GLBA, NIST, and PCI-DSS compliance. Brings leadership experience, technical depth, and a commitment to safeguarding customer information. Willing and able to travel as necessary.

CORE COMPETENCIES

Examination & Compliance: IT examinations Audits | Technical controls evaluation | Technology risk analysis | GLBA Safeguards Rule | NIST | PCI-DSS | Vendor oversight | Incident response & BCP review | Regulatory compliance assessment | Report writing

Technical: Windows Server | Linux | Azure | SIEM Tools | Splunk | Huntress EDR | FTK | Autopsy | Cellebrite | Wireshark | OSINT tools | SQL | Bash | Watchguard | Fortinet | Unifi

Strengths: Executive communication | Leadership | Technical writing | Strategic analysis | Adaptability

PROFESSIONAL EXPERIENCE

Service Desk Agent (IT Auditor / Security Examiner)

Avaunt Technologies — Puyallup, WA | Sep 2024 – Present

- Provide remote and onsite support for firewalls, networking, printers, endpoints, and applications.
- Evaluate cybersecurity programs, incident response plans, and business continuity plans for adequacy and compliance.
- Mitigate and triage system alerts and events.
- Identify deficiencies and provide remediation recommendations.
- Produce clear technical reports and present findings to executives and primary contacts.

Junior Systems Administrator

ARGO CTS — Tacoma, WA | May 2024 – Sep 2024

- Installed, configured, and validated hardware, firmware, and software across diverse client environments.
- Resolved technical issues through ticketing systems and ensured operational integrity.

LEADERSHIP ROLES (CONDENSED)

General Manager — Standard Optical | Jul 2021 – Jan 2022

Managed operations, trained staff, and maintained data accuracy across customer and doctor systems.

Lab Manager — Eyeglass World | Dec 2018 – Jul 2021

Led technicians, ensured quality results, and supported client needs.

Tech Support Shift Supervisor — Link Interactive | Sep 2017 – Oct 2018

Provided Tier 3 support, trained staff, and strengthened customer security systems.

EDUCATION

B.S. IT Forensics & Security — Utah Valley University, 2024

A.A.S. Information Systems — Utah Valley University, 2024

CERTIFICATIONS

(ISC)² Certified in Cybersecurity (CC) | Eagle Scout