Christian Munoz

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My LinkedIn
My Website

U.S. Veteran transitioning to the IT Data 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, information technology, data services, and customer service, honed through domestic and global operations in the United States and the Kingdom of Saudi Arabia. I am currently in the process of obtaining my Master of Science in Data Science. I am eager to leverage my disciplined approach, technical acumen, and leadership skills to contribute effectively in the IT industry.

PROFESSIONAL EXPERIENCE

Dewberry Engineers, — **Raleigh, NC (on-site)**
Data Integration Engineer — *JAN 2025–PRESENT*

- Developed dynamic data visualizations and interactive reports using Power BI, ArcGIS Pro, and Microsoft Excel to effectively communicate insights to diverse stakeholders, from field technicians to executive leadership.
- Designed and maintained custom data templates and dashboards across multiple platforms (SQL, Microsoft Access, DBeaver, Survey123), supporting ongoing and mid-process project integration and reporting needs.
- Collaborated with engineering and architectural teams to deliver high-quality, contract-compliant data products, while managing simultaneous assignments and ensuring adherence to Quality Management Standards.

Availity, — **Jacksonville, FL (remote)**
Client Services Technical Support I — *FEB 2024–JAN 2025*

- 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.

EDUCATION

Eastern University   **St. Davids, PA**
Master of Science in Data Science   *AUG 2025–DEC 2026*

Western Kentucky University   **Bowling Green, KY**
Bachelor of Science in Information Technology   *MAY 2023–DEC 2024*

Valencia College   **Orlando, FL**
Associate of Science in Information Technology   *JAN 2021–APR 2023*

Crestview High School   **Crestview, FL**
H.S. Diploma   *AUG 2014–May 2017*

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