

Andrew Hawk

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Objective:

Junior Developer, Cyber Security, or Entry level IT position

IT Knowledge & Experience:

- **Web Development** Contract - isiFederal (2022-2023)
- **Basic IT Knowledge** CSIT 101 - Technology and Information Systems (2019)
- **Java** CSIT 111 - Logic and Object Oriented Design (2019), CSIT 210 - Introduction to Programming (2020), CSIT 211 - Advanced Programming (2020)
- **HTML, CSS, Javascript** CSIT 121 - Web Standards (2020)
- **C++** CSIT 215 - C++ Programming (2021)
- **Kali Linux, Virtual Machines, Wireshark** Lockheed Martin: Externship (2017)
- **Pentesting, Hashing, Encryption** UMBC Cyber Security Summer Enrichment Program (2018)
- **ProxMox Server** Linux-based server system for personal projects (2022)
- **3D Design** FTC Robotics (2015-2017)

Education:

A.A. Computer Science, Community College of Baltimore County (2019-2021)

- Completed ALL Degree Related Coursework with CCBC Presidential Scholar Award + Midwig Family Scholarship
- On-Hold for General Studies

Customer Service Experience:

Chick-Fil-A, Perry Hall, MD • *Team Leader* (2020 – 2021)

- Provided hands-on training and supervision in the Chick-Fil-A Way method of delivering a guest experience
- Managed team members to take and record orders from customers into the POS system to deliver customers with preparation timelines and answering vital questions such as menu item ingredients and spice levels
- Handled customer complaints and issues using the Chick-Fil-A system
- Processed both cash and credit card payments, tendered receipts and change, balanced cash drawers, and informed General Manager/Owner of any discrepancies
- Guided team members to packed prepared food items and takeaway orders following Chick-Fil-A standards.

Additional Industry Knowledge & Experience

(Support Presidential Scholar Award to Remain Student Loan Debt Free)

- **Construction:** Bob's Overhead Door (2022)
- **Education / Sports & Recreation:** Goju ryu Karate (2016-2018) Skyzone (2019)
- **Hospitality / Food & Beverage:** Burger King (2022)
- **Medical:** Oak Crest Senior Living (2020)
- **Retail:** Target (2021-2022)

References Furnished Upon Request