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| BP About Me I am a lifelong learner with a passion for computers, networking, and security. Recently I have completed my degree in Information Systems Security, with a concentration in cybersecurity, which has only whetted my appetite for information security. I am looking for a position to begin working my way into the industry. Skills Management & Leadership  HR & Training  Communication  Project Management  Research  Networking  Virtualization  Python  JavaScript  HTML/CSS  Windows, Linux & macOS  Some Go, C++, etc. | |  | | --- | | Brian PettyInformation Security or Development | resume.bpetty.tech |  ExperienceSenior Technical Advisor • Concentrix • Jun 2020 – Aug 2021  * Support customers with all technical issues * Scope of support includes mobile devices, computers, and accessories manufactured by a major US company, as well as their networking hardware and resolving customer network issues * Able to administratively "own" cases, corresponding with customers and with engineering to solve unusual or unique issues  Hotel Management • Various • 2002 – 2014  * Managed all aspects of hotel operations, from Guest Services to General Management * Designed training for all new hires for multiple locations * Designed and implemented networking (wired and wireless) solutions at multiple properties, including segmentation * Chose and implemented Hotel Management software * Acted as a primary point of contact for other Managers under the same Management Company for all IT issues * Developed yearly business plan, performed all sales and marketing efforts, designed and managed projects to completion for enhancement of the guest experience  EducationBS in Information Systems Security • June 2020 •American Public University Achieved a Bachelor of Science degree in Information Systems Security, with a concentration in Cybersecurity. |