Japaul Okoro

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Professional Summary

Dedicated and adaptable professional with extensive experience in customer service and food service operations across various fast-paced environments. Proven track record in delivering exceptional guest experiences, maintaining high food safety standards, and collaborating effectively with team members. Known for excellent communication skills, quick problem-solving abilities, and a commitment to cleanliness and organization. Currently pursuing professional development in cybersecurity to broaden career opportunities.

Work Experience

Line Worker/Lead

Wayne-Sanderson Farms, Tyler, TX

September 2023 ? July 2024

- Inspected and packaged chicken products, ensuring cleanliness and compliance with safety protocols.

- Managed team performance, fostering an environment of open dialogue and continuous improvement.

- Coordinated training sessions to enhance team skills and efficiency.

Front Desk Associate

Planet Fitness, Tyler, TX

October 2022 ? May 2023

- Provided exceptional customer service by greeting members and assisting with inquiries in a positive environment.

- Maintained an organized front desk, ensuring a clean and welcoming atmosphere for guests.

- Trained new staff on customer service procedures and operational standards.

Sales Associate

The Home Depot, Plano, TX

September 2021 ? August 2022

- Assisted customers in the paint department, providing product recommendations and ensuring a positive shopping experience.

- Maintained cleanliness and organization of the department, contributing to overall store presentation.

- Engaged in regular training to stay updated on product knowledge and sales techniques.

Cook

Popeye's Restaurants, Garland, TX

February 2019 ? November 2019

- Prepared and served meals in compliance with food safety standards and portion control guidelines.

- Maintained cleanliness in the kitchen and dining areas, ensuring a safe environment for both staff and customers.

- Collaborated with kitchen staff to ensure timely and accurate order fulfillment.

Server

Waffle House, Garland, TX

February 2016 ? November 2016

- Provided excellent customer service by accurately managing multiple tables and ensuring timely delivery of orders.

- Maintained a clean dining area and adhered to food safety regulations to optimize guest experience.

Education

Certification in Cyber Security

Coursera - Remote

December 2024 - Present

Certifications in Machine Tools and Safety

Richland Community College, Garland, TX

August 2015 - July 2016

- Forklift Certification

- OSHA 10 Certification

High School Diploma

Memorial Pathway Academy, Garland, TX

May 2013

Skills

- Customer Service

- Food Safety Compliance

- Team Collaboration

- Time Management

- Organizational Skills

- Communication Skills

- Inventory Control

- Point of Sale System Operation

- Cleanliness and Sanitation

Certifications and Licenses

- Forklift Certification

- Driver's License

Additional Information

- Open to scholarship opportunities and career advancement in the restaurant industry.

- Committed to providing excellent guest experiences and maintaining a clean and pleasant atmosphere.

Work Experience:

Work Experience

Line Worker/Lead

Wayne-Sanderson Farms-Tyler, TX

Education:

Education

Certification in Cyber Security

Coursera - Remote

December 2024 to Present

? Network Security: Knowledge of firewalls, VPNs, and secure configurations.

? Risk Assessment: Identifying vulnerabilities and implementing mitigation strategies.

? Incident Handling: Analyzing threats and executing response procedures.

? Operating Systems: Proficient in Linux and Windows security configurations.

? Analytical Thinking: Ability to assess and resolve security challenges efficiently.

? Time Management: Effectively managing tasks to meet security deadlines.

Cyber Security Projects

? Network Security Simulation: Analyzed network architectures and protocols, configured firewalls, and monitored traffic using Wireshark.

? Linux and Windows Security Setup: Implemented user access controls, hardened configurations, and ensured data protection.

? Incident Response Plan: Designed a response framework for phishing attacks, following NIST guidelines, with actionable recommendations.

? Risk Assessment: Evaluated potential vulnerabilities, created a risk matrix, and proposed mitigation strategies

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Certifications: