Jeremy Stone

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Objective: An entry-level position in IT, with opportunity for advancement.

Education: Associates in Cyber Security, Los Angeles Mission College-June 2020
CompTIA A+ certified-October 2012. Certificate is current and up to date
CompTIA Security+ certified-February 2020

Professional Experience:

United Taxi of San Fernando Valley/Uber/Lyft   Sun Valley, California
Independent Taxi Driver 2006-2017 | Uber/Lyft 2017-2020   April 2006-Present
- Referenced Thomas Guide in order to locate passengers' destinations and designate most efficient route
- Interacted daily with large volumes of customers
- Provided excellent customer service, such as suggesting tourist attractions and bringing customers to desired location in timely manner

Ground Breaking Communication   Chatsworth, California
Sales Room Manager   April 2005-April 2006
- Offered current cable subscribers opportunity to upgrade to Internet and phone service through outbound sales calls
- Stimulated competition by monitoring and displaying commissioned sales for agents
- Increased employee morale, and provided support in closing calls increasing sales

Teletech   North Hollywood, California
Customer Support, NEXTEL Project   April 2002-April 2003
- Provided efficient customer service by receiving incoming customer support calls for Nextel
- Investigated and resolved customer issues about billing and credit
- Troubleshooted various phone use issues for customers

Infolink Screening Services   Chatsworth,California
Assistant Network Administrator   April 1998-April 2000
- Assisted and installed all new hardware/software configuration on network computers and printers
- Actively trained staff and users to ensure proper operation of equipment
- Maintained and monitored detailed map of all network computers displaying active programs/settings
- Consistently updated documentation in order to record new equipment installed and changes to computer configuration

Prime Time Shuttle   Sun Valley, California
Assistant Network Administrator   April 1994-April 1997
- Assisted subordinates and supervisors over the phone and in-person regarding any technical questions allowing Network Administarors to write programs undisturbed
- Became proficient in adding users, configuring settings, and unlocking accounts as Network Administrator
- Actively trained staff and users to ensure proper operation of equipment
- Ensured proper program operation, assisting users in sharing files, adding new users and restrictions, running credit card batches, and installing hardware printers and CD-ROMS
- Assisted franchises with in-person and over the phone technical support and regularly distrubuted software updates to franchises and local networks to provide use of most current software
- Maintained inventory of printer ink and software to establish adequate supply of products for IT department

Skills:
- Language: Fluent in English/Spanish
- Member of the Robotecas robotics club and Mission-X cyber security club at Los Angeles Mission College
- National Cyber League, Pico CTF, Advanced Cyber Camp 2020 (Cyber Patriot, cyber guild, Air Force Association)
- 10 years customer service
- Cold calling