Driven, results-focused, and adaptable IT professional with experience in customer service, workstation maintenance, and network administration. Adept at implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. Proficient in Microsoft Office and possess 5**+** years of customer service experience in multiple industries.

Dependable and resilient IT Cybersecurity Specialist that understands the fundamentals of cybersecurity and how to protect and secure data. Currently advancing my knowledge of the Python programming language and networking skills. Substantial knowledge in Microsoft Office and 5**+** years of customer service in multiple industries.

Areas of Expertise

Areas of expertise

* Network administration
* Written and oral communication
* Troubleshooting
* Customer service
* Technical support
* Microsoft Office

Projects and Activities

**Google Cloud Honeypot –** Created a honeypot using the Google Cloud Platform. This honeypot collected and analyzed thousands of attacks.

**Cyber Intelligence and Security Organization –** Member.

Experience

**Sep. 2018 - Rideshare Driver**

**Present** *Uber & Lyft, San Francisco, CA*

**-** Ensure that passengers are taken to their requested destinations in an orderly, timely fashion.

**-** Provide excellent customer service.

**-** Cultivate bookkeeping skills by keeping track of metrics such as miles and expenses.

**-** Developed a highly-responsible approach in order to balance financial expenses and positive ratings.

**Aug. 2016 - Retail Store Associate**

**2018** *Skechers & Asics, Cabazon, CA*

**-** Advocated for customers’ needs in order to meet the company’s customer service standards and built customer loyalty through skillful communication.

**-** Provided a clean and inviting experience for customers.

**-** Fulfilled all retail clerk responsibilities, including POS, cashier duty, and inventory management, in addition to maintaining a high level of product knowledge.

Education

**June 2020 Bachelor of Science**

**Information Systems and Technology –** Cyber Security Concentration

California State University San Bernardino, San Bernardino, CA

**Major GPA**: 3.6

**CodePath CyberSecurity Course –** Certificate of completion

**CompTIA Security+ Certificate –** Expected Dec. 2020