

Gilbert Kittrell

Phoenix, Arizona

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Objective

Dedicated Network Security student with a 4.0 GPA, currently pursuing a degree at the University of Advancing Technology. Strong foundation in cybersecurity, networking, and IT support, complemented by a diverse background in customer service, sales, and logistics. Seeking an internship or entry-level role in IT or cybersecurity to apply technical knowledge, develop new skills, and contribute to a collaborative team environment.

Education

University of Advancing Technology — Phoenix, AZ

Bachelor's Degree in Network Security

Expected Graduation: 2028 | GPA: 4.0

- Dean's List, Fall 2024 and projected for 2025
- Relevant Coursework: Ethical Hacking, Network Defense, Linux System Administration, Security Essentials

Professional Experience

Bartender & Server

Fate Brewing Co. | Phoenix, AZ | June 2023 – Present

- Provide friendly and knowledgeable service in a high-volume, fast-paced environment
- Use POS systems and manage tabs, payments, and bar stock
- Communicate effectively with guests and team members to ensure a smooth customer experience

Bartender

Sir Vesa's | Phoenix Sky Harbor Airport | June 2023 – Present

- Serve travelers efficiently while maintaining TSA compliance and airport guidelines
- Prepare and serve beverages, manage opening/closing duties, and resolve customer issues promptly

Bartender

Wally's | Denver, CO | October 2022 – June 2023

- Crafted cocktails and managed bar service during peak hours
- Maintained clean, organized bar areas and handled inventory checks

Server

My Neighbor Felix | Denver, CO | August 2020 – December 2022

- Delivered excellent service in a high-volume restaurant, assisting with food and beverage

orders

- Resolved customer concerns quickly and maintained a friendly dining environment

Marketing Sales Representative

HomeAdvisor | Denver, CO | May 2019 – August 2020

- Cold-called local contractors and businesses to offer digital marketing and lead generation services
- Signed clients up for advertising packages and managed their accounts post-sale
- Provided customer support and processed lead refunds when necessary

Logistics Broker

Total Quality Logistics | Cincinnati, OH | 2016 – 2018

- Coordinated freight shipments between carriers and clients across the U.S.
- Negotiated pricing, tracked deliveries, and resolved logistics issues in real-time
- Maintained relationships with shippers and ensured timely delivery of goods

Technical Projects

Network Design & Simulation (Packet Tracer)

- Built secure network topologies with VLANs, BGP routing, and firewall rules
- Troubleshooted routing loops and configuration errors in simulated environments

Conceptual AR/VR Support App Prototype

- Designed a collaborative AR/VR support platform wireframe using Miro and Protopie
- Mapped user interactions and internal IT support use cases for global teams

Personal PC & Troubleshooting Setup

- Built and configured personal systems; resolved monitor, GPU, and I/O issues
- Customized system settings and software installations

Technical & Soft Skills

- Networking Tools: Cisco Packet Tracer, Wireshark (basic), BGP, VLANs
- Cybersecurity: Network Defense, Ethical Hacking, Account Security, Linux Fundamentals
- Software: Microsoft Office Suite, Protopie, Miro, Windows 10/11, Google Workspace
- Troubleshooting: Hardware Setup, System Optimization, Connectivity Issues
- Communication: Technical Documentation, Customer Service, Team Collaboration
- Soft Skills: Adaptability, Critical Thinking, Time Management, Client Relations

Certifications & Achievements

- Dean's List – Fall 2024, University of Advancing Technology
- Projected Dean's List – 2025
- Currently preparing for CompTIA A+ and Network+ (planned for 2025)