

# Bibby John

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## EXPERIENCE

### Technology Guide 1

(Aug 2023 – Present)  
Hillsborough County

- Provides excellent customer service and creates a welcoming environment for new or existing internal and external customers.
- Helps troubleshoot software and device related issues that customers are experiencing using Library knowledge bases and resources. Most common issues include OS update failure, apps not opening, network issues, and lockouts.
- Certified Passport Acceptance Agent by the Department of State. I handle sensitive and personal customer data that is processed with the upmost of care for new passport creation.

### General Manager

(Nov 2017 – May 2023)  
Biryani Bowl | StarJohns Inc

- Provided customer services and tendered transactions. I built and maintained customer relations. Worked closely with customers to deliver products they wanted in a reasonable and timely manner.
- Performed system and equipment upgrades as necessary.
- Established a social media presence and performed outreach to grow customer base and popularity.

### Freelance Graphic Designer

(Jan 2016 – Oct 2017)  
Bibby Designs

- Started a personal venture to deliver high quality graphic design solutions for low cost to the community.
- Designed business cards, flyers, brochures, and banners for companies and organizations.

## EDUCATION

### Bachelor in Cybersecurity

St. Petersburg Community College

### Associates in Cybersecurity

Hillsborough Community College

## PROJECTS

### Secure Cloud Infrastructure

Designed and deployed a cluster of remote servers running Linux that can be utilized for:

- Web services & Websites
- Databases
- Virtual private networks.

### Redstone with Remote Server Integration

Developed Redstone bot for the voice and text program Discord that can accept user queries and translate them to remote server commands. This allows for quick and robust remote server administration without having to SSH or login. The bot was written in Python.

## CERTIFICATIONS

- Cisco CyberOps Associate
- Passport Acceptance Agent
- FEMA
- CTS 1314 – Network Defense
- CGS 2811 – Incident Response

## TECHNICAL SKILLS

- System Administration
- Networking
- Office 365
- Windows 10/11
- MacOS
- Linux (Ubuntu | RHEL)
- Virtualization

## GENERAL SKILLS

- Customer Service
- Detail-oriented
- Communication
- Public Speaking
- Meeting Deadlines
- Quick Learner
- Multi-tasking