



James 'JJ' Brooks

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EXPERIENCE

Front Desk Staff

Maxx Fitness, Warren RI

Aug 2020 – Aug 2021

At Maxx fitness, I was responsible for opening and closing the gym, assisting members with any problems they had whether it be with the membership itself or a problem in the gym.

- Managing multiple tasks at one time. (Sign up, protein shake, cashing someone out)
- Constant customer service

Crew Member

Dunkin Donuts. Bristol, RI

Feb. 2021 – Aug. 2021

I interacted with hundreds of customers on a daily basis. While doing this, i had to communicate with my other coworkers to ensure the store was being as effective as possible.

- Memorize multiple orders to give customized drinks and food to 100+ customers a shift
- Communicate with others to ensure maximum effectiveness

Intern and Help Desk Staff

BWRSD, Bristol/Warren, RI

June 2017 – June 2018

During the internship I would have to work with another intern and complete tasks given to us such as reset x number of Chromebooks or go make sure these computers are active. During the help desk I would handle Chromebook repairs, staff support tickets, among other things.

- assist with tasks such as Chromebook management and maintenance, TV setups, MacOS Maintenance, etc.
- laptop repairs, assist teachers with any problems they had, manage support tickets, managed the senior Chromebook return, etc.

Greenhouse worker / landscaper

Redwood Nursery, Swansea, MA

Sep 2018 – Dec 2019

I would assist customers at the shop from tree selection, bushes, plants, flowers and more. I would also help the landscapers on jobs.

- Patience with picky customers
- Hard Labor
- Customer service

ABOUT ME

I am a 19-year-old cybersecurity major currently attending Central Connecticut State university. I have known that I wanted to do anything in the technology field since I was a child and I decided on cyber security around sophomore year. I love learning and experiencing new things especially when it has to do with technology. Instead of focusing on one thing like coding, I learned a little about a lot of different topics like ethical hacking, dual booting, OS modification, etc.

EDUCATION

Cybersecurity B.S

Central Connecticut State University

2021 – present

High School Diploma

Mt. Hope High School

2016-2021

SKILLS

WindowsOS

ChromeOS

Google Suite

MacOS

Network Security

CSS

Technology

Management

IT Experience

Customer service

Level-headiness