JASON PHILLIPS

cybersecurity anaylyst

Contact Information

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Summary

Skilled in IT support
with hands-on experience
troubleshooting technical
systems and managing remote
workflows, complemented by
leadership roles that enhanced
operational efficiency and
team performance. Leveraged
technical knowledge to resolve
system issues and implement
training on new technologies,
improving service accuracy
and reducing staff turnover
by 30%. Equipped to
analyze security risks and
support cybersecurity initiatives
through a strong foundation
in customer-focused problem
solving and technology
management.

Relevant Skills

Attention to Detail · Customer Service · Linux · Microsoft 365 · Problem Solving · Software Installation & Configuration · System Administration · Technical Support & Troubleshooting · Time Management · User Training & Support · Windows · Ticketing Systems (Spiceworks) · DNS & Networking Fundamentals · Cybersecurity Fundamentals

Education, Certificates, & Certifications

Merit America | Certificate
IT Support · Graduation: Oct 2025
Virtual
Skill development includes troubleshooting, customer support, networking, operating systems, systems administration, and security — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification.

• Google IT Support Professional Certificate
• Additional Skill Development
• Cybersecurity Bootcamp (In Progress)
• Completed hands-on coursework in Microsoft 365, Windows 10, Spiceworks ticketing system, and fundamental cloud concept

FreeCodeCamp | Certification
Responsive Web Design · Graduation: Feb 2025
Remote

• Built and styled web pages using semantic HTML5 and CSS3 best practices
• Designed responsive layouts optimized for mobile, tablet, and desktop using media queries and relative units
• Implemented Flexbox and CSS Grid to create adaptive, user-friendly page structures
• Developed multiple real-world projects, including a personal portfolio site and a product landing page
• Applied accessibility (a11y) principles to enhance usability for screen readers and keyboard navigation
• Mastered core front-end development fundamentals, setting a solid foundation for modern web frameworks like React

Relevant Experience

Independent Contractor   Nov 2024 - Present
NexRep, LLC · Remote | Longview, Texas

· As an Independent Contractor with NexRep, I provide inbound customer support and sales services for a variety of client partners across multiple industries. Working remotely, I consistently deliver high-quality service experiences in a fast-paced, performance-driven environment — all while managing my own schedule with flexibility and focus.

· Delivered customer service, technical support, and sales via phone, email, and chat

· Maintained deep product knowledge and followed brand-aligned scripts and protocols.

- Handled customer concerns with professionalism, empathy, and problem-solving focus.
- Met and exceeded key performance metrics (AHT, CSAT, resolution rate).
- Accurately documented customer interactions and ensured proper follow-up.
- Attended virtual training sessions and implemented coaching feedback effectively.
- Self-managed workflow and scheduling in a fully remote, independent environment.

Restaurant General Manager   Nov 2016 - Oct 2024

Tazikis Mediterranean Cafe · Bentonville, AR

- Led daily operations of a high-volume restaurant, managing a team of 15+ with a focus on efficiency, training, and customer experience.
- Trained staff on new systems and technology upgrades to enhance service speed and order accuracy
- Developed weekly schedules, managed inventory, and conducted performance evaluations, reducing turnover by 30%.
- Regularly troubleshot POS systems, Wi-Fi connectivity, and digital menus, acting as the informal IT support point of contacts

Shift Supervisor   Apr 2013 - Oct 2016

Logans Steakhouse · Springdale, AR

- Supervised team members during high-traffic hours, ensuring customer satisfaction and smooth shift transitions.
- Utilized problem-solving skills under pressure, helping to resolve technical and customer service issues efficiently
- Maintained clear communication with upper management about operational challenges and implemented solutions to improve processes