

## **Jeffrey Manning**

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### **Summary**

Highly motivated and results-oriented professional with a strong foundation in cybersecurity principles and technical support, complemented by diverse experience in problem-solving and systems management. Possesses a professional certificate in Cybersecurity and a track record of applying analytical and strategic thinking to complex challenges. Seeking to leverage a unique blend of technical aptitude, risk management skills, and project management expertise to contribute to an organization's security and resilience.

### **Skills**

- **Cybersecurity & IT:** Network Security, Vulnerability Analysis, Risk Management, Incident Response, Data Encryption, Security Auditing, Technical Support, Troubleshooting, Help Desk Operations, Software Proficiency, Security Information Event Management (SIEM) tools, IDS/IPS, Information Security, NIST - cybersecurity framework, Microsoft Azure, VMware management and deployment, networking infrastructure
- **Programming and Web Development:** Python, JavaScript, HTML, CSS, C++
- **Operating Systems and Environments:** Linux, SQL
- **Technical & Analytical:** Project Management, Adaptability, Problem Solving, Code Debugging, Data Analysis, Process Optimization, Self-Motivation
- **Leadership & Communication:** Team Leadership, Conflict Resolution, Active Listening, Client Communication, Customer Service, Instructional Design

### **Education & Certifications**

- **Google Cybersecurity Certificate** | September 18, 2025

I studied how to identify common cybersecurity risks, threats, and vulnerabilities, as well as techniques to mitigate them. I gained hands-on experience with Python, Linux, and SQL. Learned how to protect networks, devices, people, and data from unauthorized access and cyber-attacks using Security Information Event Management (SIEM) tools, Intrusion Detection Systems (IDS), and network protocol analyzers (packet sniffing).

- **Certified Nutritionist** | ISSA
- **Certified Fitness Instructor** | ISSA

## **Professional Experience**

Help Desk/Customer Service Representative | HumanN (Remote)

January 2023 - November 2023

- Troubleshoot and resolve technical issues for employees, providing first-level support for hardware, software, and network problems.
- Modify and update customer account information in Zendesk and NetSuite.
- Provide information on ongoing specials and product details to maintain customer subscriptions.
- Collaborate with IT teams to escalate complex issues and ensure timely, effective resolution.

Enrollment Consultant/Help Desk | K12 Private Academy (Remote)

August 2020 - July 2022

- Consulted with potential families to find the best private schooling options and technologies to meet their students' needs.
- Navigated and used Salesforce and other systems for data entry and enrollment document management.
- Troubleshooting hardware, software, and account issues for families, enhancing technical support skills.

Certified Fitness Instructor (Self-Employed) | [Cleveland, OH/Henderson, NV]

July 2017 - Present

- Developed and led engaging fitness programs, providing personalized training and education on proper exercise techniques.
- Monitored clients' progress and motivated them to achieve their fitness goals through positive reinforcement.
- Referred clients to other health professionals when needed, demonstrating a comprehensive understanding of client needs.

## **Previous Management Experience**

General Manager | Popeye's Restaurants | Cleveland, OH

February 2019 - August 2020

Assistant General Manager | Burger King | Rocky River, OH

May 2018 - February 2019

Assistant General Manager | Pizza Hut | [City, State]

August 2012 - May 2018

Assistant Manager | Subway Sandwiches & Salads | [City, State]

February 2007 - April 2012

- Achieved 100% customer satisfaction by ensuring fast, accurate service and positive guest relations.
- Controlled Profit & Loss by managing inventory, labor, and cash control procedures.
- Recruited, interviewed, and trained team members, conducting performance appraisals to foster a cohesive unit.
- Ensured compliance with all health and safety codes and company security policies.