John David Bumann

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PROFESSIONAL SUMMARY:

Motivated individual currently pursuing a Bachelor's in Cybersecurity with a strong foundation in customer service, cash handling, and troubleshooting. Proven ability to manage operations efficiently while assisting customers with complex technical issues. Seeking to leverage my technical background and education in cybersecurity to transition into IT and security roles.

COURSES:

Computer Concepts and Applications, Programming Concepts, Intro to Cybersecurity, C++ Programming

EDUCATION:

Bachelor of Science in Cybersecurity
University of West Florida – Pensacola, FL   May 2027
Associate of Arts in Computer Science
Pensacola State College – Pensacola, FL   May 2024

SKILLS:

- **Technical**: Networking, Python, Linux, Cybersecurity tools (Wireshark, Nessus), Microsoft Office, Windows Server.

WORK EXPERIENCE:

Sales Store Checker – Amanda Bailey, Pensacola, FL   Feb 2024 – Jan 2025
- Operates electronic checkout systems and provides customer support for various inquiries
- Assists with troubleshooting self-checkout systems to ensure smooth operation
- Prepares reports by counting and verifying cash and other negotiable instruments.

VR Ambassador – Michael Fletcher, Pensacola, FL   Jan 2023 – Feb 2024
- Maintained cash machines, ensuring proper coin and cash availability.
- Provided technical support to customers, troubleshooting VR and computer systems.
- Assisted with customer safety and provided step-by-step guidance for using VR technology.

CSR Insider – Domino's Pizza, Pensacola, FL   Jan 2022 – Sep 2022
Cashier/Bagger – Publix Super Market, Pensacola, FL   Sep 2020 – May 2021