

Larry James Weeks IT Specialist & Cybersecurity Analyst (413) 320-8631 |
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Summary/Objective Dedicated IT Specialist and Cybersecurity Analyst with a year of hands-on experience in network security, incident response, and system administration. Proven ability to identify vulnerabilities, implement security measures, and respond to cyber threats effectively. Seeking a challenging role to leverage technical skills, problem-solving abilities, and leadership experience to protect critical infrastructure.

Skills

- **Technical Skills:**
 - Network security
 - Incident response
 - Threat intelligence
 - Security information and event management (SIEM)
 - Firewall administration
 - Intrusion detection systems
 - Python, PowerShell scripting
- **Soft Skills:**
 - Problem-solving
 - Critical thinking
 - Attention to detail
 - Communication
 - Teamwork
 - Leadership

Experience IT Specialist & Cybersecurity Analyst *Crane Currency, Dalton, MA March 2024 - Present*

- **Key Responsibilities:**
 - Provided first-line technical support for hardware and software issues.
 - Deployed and maintained company-wide software and hardware.
 - Troubleshooted and resolved technical problems to minimize downtime.
 - Implemented and maintained IT security protocols.
- **Achievements:**
 - Successfully resolved 20-30 client issues per week.
 - Improved system uptime by 80% through proactive maintenance.
 - Enhanced employee productivity by streamlining IT processes.

Customer Service Specialist *Big Y, Northampton, MA October 2020 - November 2024*

- **Key Responsibilities:**
 - Provided excellent customer service to customers.
 - Processed transactions and handled returns.

- Assisted with inventory management and stocking shelves.
- Resolved customer complaints and issues.
- Managed a team of 10 frontline employees, providing training, coaching, and performance feedback.
- Certified trainer in customer service and POS systems.
- **Achievements:**
 - Significantly improved customer satisfaction by implementing new training programs.
 - Increased sales through effective upselling and cross-selling techniques.

Volunteer Experience Project 351 *Boston, MA 2018-2019*

- **Key Activities:**
 - Participated in community service projects.
 - Collaborated with volunteers to address social issues.
 - Developed leadership and teamwork skills.

Education

- **Bachelor's Degree in Computer Science and Information Technology, Minor in Cybersecurity and Data Analytics**
 - Elms College, Chicopee, MA
 - 2024