DAVIS TRAN

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**SUMMARY**

Experienced Information Systems Security Engineer with a proven track record of implementing industry-leading IT best practices and designing resilient security controls. Graduated with a B.S. in Computer Information Systems (CIS) from Florida Gulf Coast University, demonstrating a solid foundation in MYSQL and mobile app development. Prepared to excel in complex technological endeavors, actively pursuing opportunities within institutions to drive organizational growth and contribute to ongoing industry knowledge advancement.

**CORE COMPETENCIES**

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| * Python * MYSQL * UI, and UX design * Power BI * Microsoft Word, Excel, and Access * HTML/CSS | * C++ * Kotlin/Java * Systems & Network Security * Incident Analysis & Recovery * CompTIA Security * Tableu |

**WORK EXPERIENCE**

Associate Banker 05/2021 to 01/2023

Chase Bank

* Actively served as an Associate Banker at Chase Bank, providing valuable assistance to clients in managing and maintaining their accounts, ensuring their banking needs were met.
* Successfully managed the teller line, efficiently handling customer transactions and inquiries to deliver exceptional service and support.
* Acted as the custodian of the ATM, responsibly servicing and maintaining it every week to ensure uninterrupted functionality for clients.
* Expertly fulfilled client transactions, demonstrating accuracy, attention to detail, and adherence to banking policies and procedures.

Sales Associate (Key Holder) 09/2019 to 12/2020

Sherwin-Williams

* Held the position of Sales Associate and Key Holder, overseeing crucial responsibilities including merchandise unloading, warehouse organization, attentive customer service to fulfill orders, cash sales depositing, and maintaining open lines of communication with team members.
* Developed and implemented a customer-centric approach that yielded impressive results, contributing to a remarkable 25% increase in sales and cultivating a positive and collaborative work environment for all team members.
* Developed trusting relationships with customers by making personal connections.
* Conducted comprehensive market research to identify and anticipate customer needs and preferences, strategically leveraging findings to successfully introduce a new product line. This initiative led to substantial sales growth and an expanded customer base.

Thrift Store Coordinator 06/2018 to 05/2019

Community Thrift Store

* Facilitated seamless operations of the thrift store by providing exceptional customer service, assisting customers in safely transporting items to their vehicles, accurately pricing merchandise, and efficiently distributing products to designated departments.
* Implemented streamlined procedures resulting in a significant reduction of customer transaction processing time, thereby enhancing overall customer satisfaction and fostering repeat business.
* Effectively coordinated daily tasks for a dedicated team of volunteers, offering guidance, support, and clear instructions to ensure efficient and precise completion of assigned responsibilities.
* Spearheaded improved communication strategies with donors, resulting in an upsurge in donations and a noticeable enhancement in the quality of donated items.

**EDUCATION**

Bachelor of Science: Computer Information System (CIS) **2022**

Florida Gulf Coast University

**2017**

North Fort Myers High School

**CERTIFICATION**

* Certified in Adobe Photoshop and Microsoft PowerPoint