

Starr R. Gibson

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Links

- Portfolio
starrgibson.tech
- LinkedIn:
linkedin.com/in/starrhiannon/
- Salesforce Trailblazer:
salesforce.com/trailblazer/starrgibson
- GitHub:
github.com/SRGCSMMEG

Skills

- Amazon Web Services
- Analysis
- Customer Focused
- GSuite
- Innovation
- Linux
- Microsoft Office
- Problem Solving
- Risk Management
- Salesforce
- SIEM
- Slack
- SQL
- Strategic Planning
- Video Conferencing

Professional Summary

Results-oriented and highly motivated professional with a successful track record in customer service, poised to transition into the dynamic field of Cybersecurity. Proficient in troubleshooting technical issues, providing exceptional client support, and leveraging technology to optimize processes. Adept at quickly grasping new concepts and technologies while adapting to evolving environments. Excellent communication skills with a proven ability to collaborate effectively across diverse teams. Committed to continuous learning and enhancing my technical expertise as I pursue a rewarding career in IT.

Relevant Experience

CEI, Remote

Chief of Staff

December 2022 – May 2023

- Repeatedly recognized for top performance through fast-track promotions and selection for high-priority initiatives.
- Coordinated technology strategies and budget plans, enhancing investor proposal documents.
- Collaborated with marketing and sales teams to develop and execute go-to-market strategies.
- Identified and understood problems through forecasting, gap analysis, quantitative reporting, research, and statistical analysis of internal metrics as well as habits and data available from competitors.
- Managed multiple work streams and projects in city planning and new technology development using project management software including Asana.

Information Technology Manager

August 2022 - December 2022

- Documented and tracked support requests in a ticketing system and followed up with customers to ensure resolution.
- Maintained document hierarchy and user permissions to read/write/execute directories and files.
- Point of contact for employees requiring technology assistance including password resets, explicit software permissions, and hardware purchases.

Knowledge Management

April 2022 - August 2022

- Analyzed data and information to find ways to improve operations.
- Created knowledge articles for technology start-ups, improving internal knowledge sharing.
- Researched market and industry trends, compiling and analyzing relevant data points, and then created reports and presentations in simplified formats for senior executives.

Certifications

- **Google Cybersecurity Professional Certificate**
In Progress, Expected Completion October 2023 Coursera
- **Sound the Alarm: Detection and Response**
Coursera, Issued September 2023
Credential ID X62HYRJ3GTDX
- **Tools of the Trade: Linux and SQL**
Coursera, Issued August 2023
Credential ID GFRSVPLFJFV9
- **Play It Safe: Manage Security Risks**
Coursera, Issued August 2023
Credential ID UME8SAADYHTE
- **Google Assets, Threats, and Vulnerabilities**
Coursera, Issued August 2023
Credential ID APRSN55L9VKN
- **Google Connect and Protect: Networks and Network Security**
Coursera, Issued July 2023
Credential ID GJ79SLRJRTZ8
- **Google Foundations of Cybersecurity**
Coursera, Issued July 2023
Credential ID JWKJVTHKQZQY

Elemy, Remote Market Lead

January 2022 - April 2022

- Collaborated with IT to develop new Salesforce functionality including a dashboard for tracking client retention, therapy success, and team metrics.
- Developed a virtual space for remote employees which significantly impacted employee morale and retention.
- Played a key role in doubling client capacity for case managers, growing new market areas in over 6 states.
- Point of contact for escalations from clients and healthcare providers including BCBAs and RBTs.
- Provided direction to team members, including constructive criticism and positive feedback to support personal development and ongoing improvement.

Client Manager

July 2021 - January 2022

- Managed the relationship between clients and in-home therapists and technicians.
- Worked cross-functionally with internal teams to provide feedback on system needs, client concerns, and care team scheduling or human resource requests.

Hilton Worldwide, Remote

Guest Engagement Specialist

January 2017 - October 2020

- Adapted traditional workflow to a weekly evolving technical landscape during the introduction of new user interfaces utilizing Salesforce.
- Provided support and point-of-contact for teammates during frequent workflow, policy, or technology changes or downtimes.
- Utilized Microsoft applications, SharePoint, Citrix VPN, Avaya, and Aspect WFO.

New Hire Concierge

January 2018 - June 2018/January 2019 - June 2019

- Mentored and fostered relationships with new hires after the hiring season was completed, helping 5 of my last class gain promotions to new departments within 6 weeks of entering on-the-job training.
- Obtained a record 97% retention rate for new hires while exceeding team sales and customer satisfaction goals.
- Successfully transitioned over 100 new hires from orientation to on-the-job training.

Education

Master of Science, Cybersecurity

In Progress, Expected Completion December 2025
Southern New Hampshire University, Manchester, NH

Bachelor of Science, Information Technology

Southern New Hampshire University, Manchester, NH
Cybersecurity Specialization