Demarick Webb-Rivera

Nashville, TN 37013 | 719-644-3459 | Demarickw104@live.com

Dedicated IT professional with experience in help desk support, cybersecurity, and network troubleshooting. Strong leadership, problem-solving, and customer service skills developed through both IT and hospitality roles. Holds a Secret Security Clearance.

**Education**

**Bachelor Of Science in Computer Science Anticipated May 2026**

Middle Tennessee State University Murfreesboro, TN

Concentration in Cybersecurity 3.1

***Relevant coursework:***

* Linux essentials for cybersecurity
* Discrete Mathematics
* Python For Business Applications
* Data Algorithms and Structures
* Ethics and Computing Technology
* Data Analysis

**Associate Of Science in Computer Science May 2024**

Nashville State Community College Nashville, TN

**Related Experience**

**U.S. Army – Information Technology Specialist 2014 – 2018**

* **Help Desk Team Chief | Colorado Springs, CO 2016 – 2018**
  + Managed and troubleshot network systems, including Cisco 7975, 1140E, and 1120SA hardware.
  + Led over 5,000 classified/unclassified network moves, adds, and changes (MACs).
  + Oversaw $750,000 in communications equipment with zero losses.
* **Information Systems Maintainer | Daegu, South Korea 2014 – 2016**
  + Maintained and troubleshot network devices (switches, routers, firewalls).
  + Ensured secure communications using DoD electronic key management systems.
  + Performed installations and preventive maintenance on cybersecurity devices.

**Work History**

**Bartender Team Lead -Nissan Stadium, Nashville Symphony, Bridgestone Arena 2018 -Present**

* Managed high-volume bar operations at major event venues.
* Trained and supervised staff to ensure efficiency and top-tier customer service.
* Handle cash and card transactions accurately in a fast-paced environment.
* Maintained compliance with alcohol service regulations and venue policies.

**Self-Development Courses**

**Advanced Skills & Leadership Course, Information Technology – Ft. Gordon, GA**

**Structured Self-Development Course – Ft. Bliss, TX**