Anthony Abaray

Summary

I am seeking a position within an organization where I can leverage my expertise in computer programming, database entry, and web hosting to contribute meaningfully to its success, while further advancing my knowledge and skills in information and cybersecurity technologies.

Expertise Areas

- Microsoft Office Suite
- Problem Solving
- Linux
- Web Development

- Time Management
- Leadership & Teamwork
- Communication
- Customer Service

EDUCATION

- Frontier Central High School, Hamburg, NY – 06/2022
  Regents High School Diploma
  Member of the National Honor Society

- Western Governors University – Salt Lake City, UT – Anticipated Graduation 12/2026
  Bachelor of Science
  Cybersecurity and Information Assurance

EXPERIENCE

01/2023 – 08/2025   **Price Accuracy Associate,** Weis Markets – Stafford, VA

- Overseeing weekly price changes and ensuring accurate pricing throughout the store to maintain gross profit margins.

- Verifying weekly circular pricing execution and staying informed about ad items and special restrictions, with any additional items being modified/added accordingly.

- Assisting with the creation and positioning of signage for advertised merchandise and maintaining knowledge of product locations.
- Entering new items into the system, deleting old items, and correcting or reporting pricing errors or inconsistencies.

- Consistently delivered exceptional customer service by efficiently resolving inquiries regarding returns and refunds, building rapport with regular customers, and proactively advocating for customer-centric solutions contributing to improved customer retention rates.

- Processed Western Union Transactions (Wire-Transfers & Money Orders) with a high-degree of accuracy and efficiency, adhering to strict compliance and procedures, including Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) protocols, preventing illicit financial activity.

- Successfully led and supervised a team of 4-8 employees, providing training, mentorship, and performance feedback which ensured operational efficiency, while adhering to strict Standard Operating Procedures (SOPs) with regular auditing.

10/2021 – 08/2022   **Customer Service Lead,** Tops Friendly Markets – Hamburg, NY

- Resolved customer calls, returns and refunds ensuring efficient resolution of customer inquiries and prioritizing a positive shopping experience.

- Successfully led and supervised a team of 8-10 customer service representatives, fostering a collaborative and professional work environment, with productivity at the forefront.

CERTIFICATIONS

- CompTIA A+ CE | Verification Code: 2HM5803RBJF1QX9P
   Issued: 04/2024
   Expires: 04/2027

PROJECTS

- Home Lab Environment
   - Deployed and managed containerized services using Docker
      - Immich
      - SearXNG
      - Vaultwarden

- Openweb UI
- Ollama
- Configured and maintained Linux-based systems
    - NixOS
    - Debian
    - Arch Linux
- Implemented secure remote access using Cloudflare Tunnels for self-hosted applications on custom domains
- Deployed Tailscale for secure file server access across any network