

# BENNETT DEGEORGE

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## PROFILE

Computer Science graduate with a Minor in Cybersecurity and two years of experience in technical support. Proven ability to troubleshoot complex software issues using tools like SSMS and Grafana. Seeking a Security Analyst role to apply penetration testing and system-level knowledge to protect enterprise assets."

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## TECHNICAL SKILLS

Languages: Python, C++, HTML/CSS/JS, React, SQL  
Tools: SSMS, Grafana, Sumo Logic  
Security Concepts: Penetration Testing  
Other: ERP Systems (Sage100, QuickBooks, NetSuite)

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## PROFESSIONAL EXPERIENCE

### Customer Support Engineer, MSI Data LLC

Aug 2023 — Oct 2025

Milwaukee, WI

- Enhanced customer problem-solving capabilities through proactive support initiatives.
- Utilized SSMS, SUMO, and Grafana for comprehensive issue analysis and resolution.
- Collaborated with cross-functional teams to optimize customer experience and service delivery.
- Managed multiple ERP systems, improving efficiency and user experience.
- Developed and documented technical support processes to streamline operations.

### Coding Techer, Code Ninjas of Brookfield

Mar 2021 — Aug 2023

Brookfield

- Developed engaging coding curricula for students, enhancing understanding of programming concepts.
- Facilitated hands-on coding workshops, promoting collaborative learning and problem-solving skills.
- Implemented assessment strategies to evaluate student progress and adapt instruction accordingly.
- Collaborated with colleagues to create a supportive learning environment, fostering student curiosity.
- Provided technical support for coding tools, ensuring smooth operation of classroom technology.
- Taught and mentored 100+ students (ages 5-14) in fundamental programming concepts using Python, JavaScript, C++, and Lua.

### Sales Associate, US Cellular

Sep 2016 — Jan 2022

Milwaukee

- Drove sales through strong customer engagement and product knowledge.
- Collaborated with team members to meet and exceed sales targets.
- Provided technical support for mobile devices, enhancing customer satisfaction.
- Assisted in inventory management and visual merchandising to optimize store appearance.
- Trained new associates on sales techniques and customer service best practices.

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## EDUCATION

### University of Wisconsin-Whitewater

Sep 2018 — May 2023

Bachelor of Science in Computer Science

I received hands-on experience working in multiple coding languages and implementing a multitude of projects in various styles. Through my later years I had a lot of practical IT work through on-site labs and practice, as well as penetration testing on systems to better understand cyber-security.

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## ADDITIONAL INFORMATION

- **Links:** LinkedIn, GitHub, Resume