

DANIEL WAYNE COOK

San Antonio, Texas

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SUMMARY/CAREER OBJECTIVE

Seeking a position in the Information Technology department at USAA, bringing years of customer service and computer management abilities to make a significant contribution to organizing events, client care, and troubleshooting. I am extremely motivated to constantly develop skills and grow professionally. Having the ability to learn in any given environment as well as face any challenges with expeditious growth.

QUALIFICATIONS

- Experience in Java and Python
- Microsoft Office - Word, Excel, PowerPoint, Outlook, and Access
- Data Analysis & Technical Troubleshooting
- Customer Service & Conflict resolution
- Supervision & leadership
- Training & development
- Strong Communication & Interpersonal Skills
- Problem Solving skills & Multi-tasking
- Time management skills
- Team building & Team Mentoring

EDUCATION

The University of Texas at San Antonio **Bachelor of Business Administration** Cumulative GPA: 3.5 / 4.0 Major GPA: 3.66 / 4.0

Expected Graduation: May 2024

- Major in Cyber Security - Secure Software Developer Track
 - Agile Project Management
 - Web Application Security
 - Secure Mobile Application Dev

WORK EXPERIENCE

Sales - Best Buy, Corpus Christi, Texas

November 2018 - January 2019

- Leading sales prospecting a gross of averaging \$20K in sales in-store, gained gross average up 12% monthly for Company
- Inspected sales patterns over a 1-year period, collaborating with the Marketing team to devise sales strategies, team mentoring for recruited members; leveraged existing customer accounts to gain referrals, increasing product demand by 44%
- Enhanced operational efficiency of a 10-member sales team, providing mentorship programs, verified general and technical issues increased product sales growth by 23%; cooperated with 8+ Sales Managers to address 20+ customer queries

Shipping Receiver - Lowe's, San Antonio, Texas

September 2017 - May 2018

- Maintained detailed records of inventory, shipment, and delivery, presenting monthly reports and resolving logistics issues with 99% accuracy
- Collaborated with analytics department in supply chain company, analyzing forecast changes and unusual trends; incorporated stock order suggestions by Manager, reducing inventory loss by 64%
- Coordinated with a team of 7 on storage and transit facilities; transported product through small parcel carriers, minimizing product damage by 40%

Cashier - Smokey Moe's, San Antonio, Texas

September 2016 - March 2017

- Completed daily recovery tasks to keep areas clean and neat for maximum productivity
- Maintained record of daily sale transactions, tracking cash receipts of 200+ customers; completed daily balanced checklist at end of shift, ensured 100% accurate record of inventory flow
- Conducted 20+ client calls on daily basis, communicated with customers on call orders, processed 60+ online orders within one month

ACTIVITIES AND HONORS

- Dean's List Honoree - UTSA
- President's List Honoree - UTSA
- Member of National Society of Leadership and Success (June 2020)
- Career Action Program, UTSA - College of Business
- Felicity Karem Memorial Endowed Scholarship & Joint- Admissions Scholarship
- 1000+ Community Service Hours
- Member of Golden Key International Honour Society

CERTIFICATIONS

- Google Cybersecurity Professional Certificate

CYBER SECURITY PROJECTS

- DanOS
 - Created a fully interactive Operating System website with React and Nextjs as a portfolio
- Created a Web Vulnerability Scanner
 - Build a tool that scans websites for common vulnerabilities like XSS, SQL injection, etc.