DYLAN FRAJERMAN

OBJECTIVE

Dynamic Manager skilled in operations management, customer engagement, and team leadership. Proven ability to develop strong relationships and foster collaboration, driving improvements in service quality and team performance. Results-oriented professional with a rich background in customer service and sales. Adept at understanding customer needs and resolving issues swiftly, contributing to enhanced customer satisfaction and loyalty. Detail-oriented individual with expertise in technical software and effective communication. Experience in coaching and managing operations, focused on achieving operational excellence and fostering teamwork.

WORK EXPERIENCE

Manager, 06/2024 - Current
The Fractured Prune

- Led a team, managed store operations, and handled customer service.
- Developed leadership, communication, and problem-solving skills.

Temporary Sales Representative, 01/2023 - 01/2025
Ivystone - Ellicott City, MD

- Developed strong relationships with customers to understand their needs.
- Assisted customers in selecting products that meet their requirements.
- Demonstrated product features and benefits to enhance customer engagement.
- Processed customer orders accurately and efficiently in the sales system.

EDUCATION

Bachelor of Science, **Computer Science**, **Expected in 05/2027**
University of Delaware - Newark, DE
GPA: 3.18

- Participated in the hackathon 2 years in a row
- Professional Development Courses: CISC 275 INTRO TO SOFTWARE ENGINEERING
- Minor in: Cybersecurity and Mathematics

COMPETITIONS

Capture The Flag (CTF), Participated in small-scale CTFs during Secure Software Development course, solving challenges related to reverse engineering, cryptography, and web security.

CYBER SECURITY PROJECTS

Windows Firewall Exploitation Script, Designed a Windows shell script to manipulate firewall settings and stress UDP/TCP ports in Destiny 2, demonstrating knowledge of network security and exploitation techniques., Explored network vulnerabilities and traffic analysis to identify potential exploits., https://github.com/dummyrock/netLimiter4.5

ADDITIONAL INFORMATION

Passionate about cybersecurity, ethical hacking, and technological advancements to improve security., Strong problem-solving mindset, with a background in both technical and leadership roles.

WEBSITES, PORTFOLIOS, PROFILES

- https://dummyrock.github.io/DylanFrajerman

CONTACT

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TECHNICAL SKILLS

- C
- Time management
- Effective communication
- Project management
- C++
- JavaScript
- HTML
- Python
- ARM
- X86
- Radare2
- Linux

EXTRACURRICULAR ACTIVITIES

Local Jiu Jitsu team, Lifelong participation in sports, contributing to teamwork and strategic thinking.

ACTIVITIES AND HONORS

- Member of the Beta Theta Pi Fraternity
- Member of Society for Professional Computing