

Gerald Jones

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Professional Summary

Results-driven professional with 8 years of experience in team management and customer service within the retail sector. Proven ability to resolve escalated issues and oversee store operations while developing comprehensive training programs. Currently pursuing a Bachelor's degree in Computer Science with a focus on Cybersecurity and obtaining the COMPTIA certifications, enhancing skills in system security and networking to transition into cybersecurity engineering.

Work Experience

Shift Supervisor

Starbucks-Emeryville, CA

October 2017 to Present

- Resolve escalated customer issues promptly and effectively while maintaining a high level of professionalism
- Oversee all aspects of store operations, including sales, customer service, inventory management, and staff supervision
- Create comprehensive training programs for new hires as well as ongoing development plans for existing staff members

Education

Computer Science (Bachelor's degree)

Arizona State University-Tempe-Remote

August 2022 to Present

- Working on my Bachelor's Degree in Computer Science with a focus on Cybersecurity
- Built and maintain my own home cybersecurity lab using a Raspberry Pi to practice web application penetration testing, network configuration, and system hardening, allowing me to safely experiment with real-world attack surfaces and defense strategies.
- Developed and deployed a cybersecurity portfolio site (portfolio.geraldjonesii.dev) using a Raspberry Pi, Docker, Nginx, and Cloudflare Tunnel. Configured a secure, HTTPS-enabled web environment with reverse proxy, DNS management, and TLS termination via Cloudflare's edge network. This project demonstrates hands-on experience with secure system deployment, containerization, and zero-trust networking principles.
- Completed CSE310: Data Structures and Algorithms: Mastered advanced data structures and algorithm design using C++. Focused on memory management, algorithmic efficiency analysis (Big-O notation), and the implementation of complex structures including linked lists, trees, graphs, and hash tables.
- Completed CSE365: Information Assurance: Applied advanced cybersecurity concepts through hands-on challenges on pwn.college. Tasks included solving capture-the-flag (CTF) exercises focused on Linux command-line operations, Python scripting, cryptography, reverse engineering, web security, and binary exploitation. Developed strong technical problem-solving and system-level security analysis skills.

Skills

- Virtualization
- Operating systems
- Data structures
- Customer communication
- Leadership
- Computer networking
- Communication skills
- Microsoft Outlook
- System performance monitoring
- System security
- Windows
- iOS
- Productivity software
- Docker Compose & Cloud Deployment
- Typing
- Telecommunication
- Cybersecurity - Cybersecurity experience (1-2 years)
- Computer hardware
- GitHub
- Programming languages
- Software installation
- Databases
- Cloudflare
- Network administration
- Technical Proficiency
- Teamwork
- Raspberry Pi
- Team management
- Active Directory management
- SQL
- macOS

Certifications and Licenses

CompTIA A+

February 2026 to February 2029

- Operating Systems: Installation and troubleshooting across Windows, Linux, and mobile platforms (Android/iOS).
- Hardware: Configuration of peripherals, storage, and device components.

- Security: Implementation of physical and logical security best practices.
- Troubleshooting: Diagnosing and resolving software, hardware, and network connectivity issues.

Driver's License