

JACK LAFOND

(813) 205-1107 | jack@jacklafond.com | linkedin.com/in/jacklafond | github.com/jacc

EDUCATION

- The University of Tampa** | *Master of Business Administration (MBA), Cybersecurity* Jan. 2025 – May 2026
- The University of Tampa** | *Bachelor's of Science in Cybersecurity, Minor in Computer Science* Aug. 2021 – May 2025
- President of Cryptocurrency Club, Notion@UT, member of Cybersecurity Club, Spartan Climbers.
 - **1st place** winner at TraceLabs' OSINT CTF and Spartans.CTF, **3rd place** at Spartans.CTF. Competed in Raymond James CTF.
 - School ambassador, led **100+** tours, assisted **White House** with presidential event, presented in **4 cities**.

EXPERIENCE

- Technical Specialist** | *Apple* Aug. 2024 – Present
- Bridged technical & non-technical communication gaps through presenting **empathy-driven** solutions.
 - Spearheaded **2,000+** annual customer resolutions with 90%+ satisfaction across Apple's full device ecosystem.
 - Orchestrated **15-20 daily cases** with **95%** first-contact resolution, consistently exceeding benchmarks.
 - Streamlined complex cross-platform integration challenges, earning **92% client satisfaction** while maintaining quality excellence.
- Security Operations Intern** | *ReliaQuest* Feb. 2024 – Jul. 2024
- Analyzed, investigated and reported over **10,000** threats a month to clients.
 - Researched and authored **15** threat actor and malware profiles according to the MITRE ATT&CK framework.
 - Developed five internal Python tools automating manual legacy pipelines, reducing time spent to process by **35%**.
 - Supported **hundreds** of Fortune 500 clients by validating and improving their threat landscape visibility.
- Head of Community Technology** | *Creature World, LLC* Aug. 2021 – Aug. 2023
- Collaborated with team of 4 founders to create an online community for **30,000** enthusiasts of artist Danny Cole.
 - Developed an inventory reservation pipeline that handled **1,500** transactions and **\$110,000** in revenue.
 - Organically increased engagement by **55%** month over month through automated community initiatives.
 - Increased conversion rate of long-time supporters to customers by **210%**, expanding the customer base globally.
- QA & Testing Engineer, Camo** | *Reincubate* Nov. 2020 – Aug. 2021
- Led 5-person engineering team to automate ticket queue system, streamlining bug response and resolution process.
 - Spearheaded construction of a ticket system queue, increasing user feedback by **45%**, deadline efficiency by **60%**.
 - Reduced mean time to respond by **30%**, significantly improving customer service approval ratings.
 - Personally identified and facilitated fixes for **25** critical software bugs, enhancing overall product stability.
 - Validated application infrastructure integrity to prevent **catastrophic** errors and ensure positive user experience.

PROJECTS

- Waffle House Index** | *TypeScript, React, Docker, Python, Redis, Git, JSON* Oct. 2023 – Jan. 2024
- **Decompiled and reversed** Waffle House location data recreate a fictitious index described by FEMA.
 - Engineered a custom Python server to **circumvent automated request blocking** and scrape thousands of restaurant entries.
 - Created a React dashboard that **transformed raw location data to actionable metrics** based on number of closed restaurants.
 - Showcased the site online, gaining attention from the **Waffle House team** and organizations that used it during hurricane season.
- Stats360.co** | *TypeScript, React, Docker, PostgreSQL, Redis, Git* Mar. 2022 – Jan. 2023
- **Reverse engineered** Life360's iOS app to create custom full-stack solution with proprietary authentication.
 - Developed an enhanced analytics dashboard, providing users with unique insights on their Life360 circles.
 - Scaled platform to serve **95,000+ users** over its lifespan, which showed a significant market demand.
 - Gained **1.5 million** social media views and the attention of Life360 CEO, showcasing project impact.

TECHNICAL SKILLS

Programming Languages: Python, JavaScript, TypeScript, HTML/CSS
Programming Frameworks: React, Node.js, Next.js, TailwindCSS, Redis, Postgres (SQL), MongoDB
Developer Tools: Git, Docker, VS Code, Webstorm, Postman, Figma, CI/CD
Cybersecurity: OSINT, Penetration Testing, Network Security, Vulnerability Assessment, Digital Forensics