JAMAL **RIZKI**

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WEB DEVELOPMENT • CYBER SECURITY • IT SUPPORT

CAREER SUMMARY

Technical professional with a diverse background in web development, IT support, and education. Strong problem-solver who excels at building solutions, collaborating across teams, and learning new technologies.

TECHNICAL SKILLS

Languages: HTML/CSS/SASS, JavaScript, Python, SQL, Java
Frameworks/Libraries: Node.js, Express.js, React, React Native, Redux, Svelte, Bootstrap, jQuery, Flask, Django
Databases/Tools: MongoDB, PostgreSQL, VS Code, IntelliJ, Android Studio, Command Line, VIM, Jenkins, Docker, Postman, GoDaddy, AWS (S3, EC2, CloudWatch, Lambda), WordPress, Squarespace, Adobe Photoshop, Adobe Lightroom, Adobe XD, Figma, JIRA, Mailchimp, Splunk, VMware, ChatGPT, Claude, Prompt Engineering
Cybersecurity: CISM(Exam), SecurityX (Formerly CASP+), CompTIA CySA+, PenTest+, Security+, Network+, A+
IT Support: Windows/macOS support, Active Directory, Azure AD, Office 365, Intune/Endpoint Manager, Windows Server, ServiceNow, MFA, DHCP, DNS, TCP/IP, Printer troubleshooting, Remote support tools, Web application support (API/JSON debugging, log analysis)

PROFESSIONAL EXPERIENCE

Audacy | New York
Web Developer | 2021 – 2023

- Built and maintained podcast websites for Cadence13 and Pineapple Street Studios using HTML, CSS, JavaScript, Jinja, Flask, Bootstrap, Sass, and Python; managed static content via Amazon S3 and deployed sites through Docker to Jenkins CI/CD pipelines, hosted on AWS EC2 with Nginx.
- Developed C13features.com, a high-visibility podcast movie concept site using HTML, CSS, and JavaScript; collaborated with designers on wireframes and managed the entire process from concept to deployment.
- Managed and updated the company's WordPress website, implementing UI/UX improvements, content updates, and publishing company news for high-profile podcast collaborations including Steven A. Smith, Glennon Doyle, Demi Lovato, Ellen Pompeo, Goop, and Kevin Durant.
- Built and maintained Pineapple Street Studios' Squarespace website (Pineapple.fm), supporting podcast series created for major clients including Nike, HBO, Netflix, Hulu, and The New York Times.
- Managed digital properties for influencer platforms including Ramble Media (Emma Chamberlain, D'Amelio Sisters) and Sofia Franklyn's Shopify store, conducting CSS maintenance and implementing updates.
- Created pixel-perfect email templates for marketing campaigns using Mailchimp and custom HTML, collaborating with designers on wireframes and image optimization.
- Implemented ADA and GDPR compliance measures across multiple websites, addressed cybersecurity concerns including geofencing and security flaws, and performed site edits to ensure accessibility and data privacy standards.

ThriveDx | Remote
Teaching Assistant | 2022 – 2024

- Facilitated co-teaching programs as part of a software development bootcamp for American universities, including New York University, North Carolina State University, University at Buffalo, New Jersey Institute of Technology, Old Dominion University, and the University of Nevada, Las Vegas.
- Served as a subject matter expert for website development tools and technologies as well as Agile methodologies/frameworks.
- Promoted a professional learning culture grounded in adult learning theory and cutting-edge web development instruction.
- Offered instruction, guidance, and advisement to students through the software development bootcamp, covering topics such as HTML and Web Accessibility, CSS and CSS Frameworks, UX/UI Design, JavaScript and Front-End Web Development, Back-End Development and APIs, React and Redux, SQL and Data Modeling, Cybersecurity, Python, and Cloud Computing.

Jamal Rizki | Remote
Web Developer (Freelance) | Jan 2021 – Present

- Managed, updated, and created WordPress and Squarespace websites for local political campaigns in New York, USA, and Melbourne, Australia, addressing stakeholder needs and ensuring a seamless user experience.
- Developed an e-commerce store for an online fashion label headquartered in Madrid, Spain, utilizing React, Redux, and Node.js. Integrated PayPal API for seamless payment processing.
- Developed numerous websites for artists and musicians, utilizing React, JavaScript, Python, and platforms including Wix, Squarespace, and WordPress. Also proficient in audio editing using Logic Pro and video editing via Final Cut Pro.

ADDITIONAL WEB DEVELOPMENT PROJECTS

Zest_Cocktails App (Link) | Designed, developed, and published a cocktail recipe mobile app using React Native
For more projects, please visit jrizki.com

ADDITIONAL EXPERIENCE

Amazon|Austin
IT Support Specialist | 2025 – Present

- Provide Tier 1/2 technical support for Windows and macOS environments, troubleshooting hardware, software, printer, and network issues for both corporate and in-store users across global teams.
- Support Windows Server technologies including Active Directory administration, file server, and print server management.
- Administer Microsoft 365 and Active Directory for account provisioning, access control, and distribution group management, support device compliance and configuration via Microsoft Intune and Azure AD.
- Provide technical support for Office 365 applications including Outlook, Word, Excel, and PowerPoint.
- Resolve incidents and fulfill service requests using ServiceNow, ensuring SLA adherence and maintaining high customer satisfaction across departments

Charter Communications | San Antonio
Technical Support Specialist | 2025

- Provided comprehensive technical support for customers experiencing issues with cable TV services, streaming platforms, and Internet connectivity
- Assisted customers with equipment setup, including Spectrum cable boxes, remote controls, modems, and routers, ensuring proper installation and activation.
- Resolved billing inquiries related to video services, plan upgrades, promotional rates, and service add-ons, ensuring accurate account adjustments and customer satisfaction.
- Maintained accurate documentation in CRM systems, logging issue resolution steps, ticket escalations, and service orders.

Musician (Guitarist) | **Multiple Cruise Lines, International Hotels (NZ & Australia), & Private Clients** | 15+ Years

- Performed as showband and jazz guitarist for major cruise lines including Holland America, Seabourn, Princess, Crystal, Carnival, and Royal Caribbean
- Taught privately and through educational institutions in New Zealand, Australia, the UK, and the USA

Hospitality Professional | **Multiple Cafes, Bars, Pubs, Restaurants, and Nightclubs** | 5+ Years

- Worked as Bartender, Sommelier, Server, and Barista across diverse settings from small businesses to large multi-level establishments
- Delivered high-level customer service in high-volume, fast-paced environments through strong multitasking and problem-solving skills

EDUCATION

Master of Science in Cybersecurity and Information Assurance | **Western Governors University, USA** | 2025
Postgraduate Certificate in Information Technology (Master's-level) | **University of Auckland, NZ** | GPA 4.0 | 2024 – 2024
Full Stack Web + Mobile Development | **NuCamp Coding Bootcamp, USA** | 2021
Bachelor of Music in Jazz Performance (First Class Honors) | **Victoria University of Wellington, NZ** | GPA 3.7 | 2005 – 2010

CERTIFICATIONS

CompTIA: SecurityX (Formerly CASP+), PenTest+, CySA+, Security+, Network +, A+
ISACA: CISM(Exam)
Amazon Web Services: Solutions Architect Associate, Developer Associate, Cloud Practitioner