Chance Cummings

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darkfiresecurity.com | https://personal-landing-theta-steel.vercel.app

PROFESSIONAL SUMMARY

IT Support and Cybersecurity professional with a CompTIA A+ certification and a strong foundation in
technical troubleshooting, logistics, and customer service. Proficient in Windows, Linux, and networking
fundamentals. Recognized for reliability in fast-paced environments and a dedicated commitment to
continuous learning in the cybersecurity landscape.

CORE COMPETENCIES

Technical Support: Help Desk Operations, Hardware/Software Troubleshooting, Ticketing & Documentation.

Networking: TCP/IP, DNS, DHCP, VPN Basics.

Systems: Windows, Linux (Ubuntu/Debian), macOS, Active Directory Fundamentals.

Security: Incident Response Fundamentals, Identity & Access Management (IAM).

Soft Skills: Client Relations, Time Management, Team Collaboration, Problem Solving.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Linux, macOS, iOS.

Tools & Platforms: GitHub, VMware, Visual Studio Code, Active Directory.

Cloud & Databases: Intro to AWS, SaaS tools, SQL/MySQL.

Scripting/Web: Python (Basics), PowerShell (Basics), HTML/CSS.

CERTIFICATIONS & LICENSES

CompTIA A+ (Valid 2024–2027)

Google IT Support Professional Certificate (2024)

Google IT Specialist: Technical Support, Systems Admin, & Networking

Commercial Driver's License (CDL Class A)

Certified Lawn Care Professional – University of Tennessee (2024–2026)

PROFESSIONAL EXPERIENCE

A1 Pawn | Springfield, TN

Sales Assistant | Present

Facilitate high-volume sales, loans, and financial transactions with a focus on data accuracy and customer service.

Manage social media platforms and digital presence, increasing business visibility and community engagement.

Contributed to the business being awarded "Top Pawn Shop" in the county for multiple consecutive Years.

IT Technician (Contract / Family Business) Pawn Shop Operations
Dates: 2024 – Present
Diagnosed and repaired laptops and desktop systems with boot failures, OS corruption, and hardware/software issues Performed full operating system resets, clean Windows installations, and recovery environment troubleshooting Restored network connectivity issues including Wi-Fi driver repair, TCP/IP reset, and configuration troubleshooting Executed secure data destruction on legacy drives using ShredOS with verification certificates for compliance and chain-of-custody documentation Reimaged systems for resale using industry-standard wipe and reinstall workflows Evaluated incoming hardware condition and determined repair vs replacement viability Maintained consistent turnaround workflow for retail-ready systems under time constraints Provided informal end-user technical support and system usability validation before sale

Jumpp Logistics LLC | Nashville, TN
Independent Contractor / Delivery Driver | April 2023 – 2024
Manage complex delivery routes and schedules to ensure 100% on-time fulfillment of customer orders.
Utilize logistics software and mobile applications to track inventory and document successful deliveries.

UPS | Nashville, TN
Feeder Operator / CDL Driver | July 2021 – 2023
Operate heavy commercial vehicles while maintaining an impeccable safety record in high-pressure
environments.
Coordinate with hub operations and dispatch to streamline logistics and meet strict transportation
deadlines.
Double C Solutions, LLC | Ashland City, TNOwner / Operator | 2023 – Present• Started and operate a
small service business handling scheduling, invoicing, customer communication, and job completion•
Manage business technology needs including email, website tools, and basic IT troubleshooting• Track
expenses, equipment, and records while maintaining professional client relationships• Built the business from launch to active customer base while attending school full-time
Earlier Experience | Montgomery Farmers Co-Op; Riley Brothers Farms * Developed mechanical
aptitude, inventory management skills, and a strong work ethic through equipment assembly, sales,
and field operations.
EDUCATION
B.S. Cybersecurity | Western Governors University (WGU)

In Progress
Agriculture Business Coursework | Austin Peay State University
2015 – 2019
LANGUAGES
English: Native
Spanish: Basic Conversational
KEY PROJECTS & HANDS-ON LABS
• Network Security & Reconnaissance Labs
- Performed subnet discovery, host enumeration, and service fingerprinting using Nmap.
- Analyzed router and internal network exposure; documented remediation steps.
- Demonstrated understanding of TCP/IP, ports, services, and network hardening.
• Home & Small Business Security Lab Environment
- Built multi-OS lab using Windows 11, Linux (Ubuntu/Debian), and virtualized environments.
- Configured DNS filtering and monitoring using Pi-hole concepts.
- Implemented log review and basic incident response workflows.
• Cybersecurity Web Applications (Solo Projects)
- Built and deployed multiple security-focused web apps using HTML, CSS, and JavaScript.
- Created a Small Business Cyber Risk Intake & Scoring web application.
- Developed a phishing awareness and detection educational site.
- Designed a Cyber Risk Report generator for non-technical users.

• Cryptography & Data Transformation Tool (DarkChef)
- Built a CyberChef-style web tool supporting encoding, decoding, and encryption workflows.
- Demonstrates understanding of data handling, transformation pipelines, and secure design.
• GitHub & Documentation
- Maintain public GitHub repositories with clean documentation and reproducible labs.
- All labs include objectives, commands, outputs, and lessons learned.