

# Juan N. Romero

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## Objective

I am a Cyber Threat Intelligence and Defense major looking to expand my experience in Cyber Security and Networking. I have over 7 years of Customer Service and Technical Support experience.

## Education

### **BACHELOR OF SCIENCE | 2016-PRESENT | JOHNSON & WALES**

- CYBER THREAT INTELLIGENCE AND DEFENSE
- Information Security
- Network Protocols
- Data Structures

## Skills & Abilities

### **CUSTOMER SERVICE**

- 7+ years of Customer Service and Technical Support experience from companies such as Bank of America and Blue Cross & Blue Shield.

### **PROGRAMS**

- Visio
- Packet Tracer
- Wire Shark
- C

Microsoft Office Suite

### **COMMUNICATION**

- Excellent verbal, communication, and listening skills.

## Experience

### **TECHNICAL SUPPORT ASSISTANT, RICHMOND TEAM | JOHNSON AND WALES UNIVERSITY | SEPTEMBER 2017 - PRESENT**

- In this role, I troubleshoot hardware and software issues locally as well as remotely using the GHOST solutions by Symantec IT management suite. I document, resolve, and track incident response tickets as well as provide password resets and customer service.

### **MANAGER (ADMIN) | ROMERO ENTERPRISE | SEPTEMBER 2013-2015**

- I managed 2 employees, manage the interviewing, hiring, firing, and scheduling. I also handle incoming calls from clients as well as search for new business opportunities by phone, email and social media.

**CUSTOMER SERVICE REP. | BLUE CROSS AND BLUE SHIELD OF RI | APRIL 2013 – AUGUST 2013**

- While working for Blue Cross and Blue Shield of Rhode Island, I gained the valuable tools of sympathy and empathy while solving the customers' requests in a timely and protective manner.

**CUSTOMER SERVICE/ONLINE BANKING SPECIALIST |BANK OF AMERICA | FEBRUARY 2010 – AUGUST 2012**

- While working for Bank of America I gained experience in a fast and ever-changing work environment. Responsibilities included handling incoming calls and helping customers with first call resolutions while maintaining a balanced handle time. I gained a great deal of customer service experience as well as technical support experience from this job.