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**Summary**

Entry-level cybersecurity and IT support professional with hands-on experience in troubleshooting, digital inventory systems, and network protocols. Proven ability to resolve technical issues, enhance processes, and deliver frontline support in logistics and warehousing environments. Strong foundation in CompTIA/Security+ concepts and IT service practices.

**Certifications**

* CompTIA Security+
* IBM Cybersecurity Analyst

**Technical Skills**

Troubleshooting · WAN/LAN · Windows OS · Help Desk Operations · Project Management · Data Analysis · Technical Support · TCP/IP · DHCP · SQL · Microsoft OS · Network Devices · Process Improvement

**Experience**

**Route Service Representative**  
**Unifirst, Clarksville, TN** | Dec 2021 – Nov 2024

* Used mobile systems for scheduling, data management, and tech issue resolution.
* Trained peers on handheld logistics tools and supported tech adoption.
* Acted as first-level tech support for route-based devices.

**Warehouse Loader**  
**PepsiCo Beverages North America** | Apr 2021 – Nov 2021

* Managed inventory with digital systems; used barcode/RFID tech.
* Resolved hardware/software interface issues on warehouse devices.
* Ensured compliance with IT security and OSHA protocols.

**Warehouse Loader**  
**Hand Family Companies** | Feb 2020 – Nov 2020

* Implemented digital stock tracking and procurement systems.
* Supported rollout of handheld tech and trained team members.

**Education**

**Cyber Warrior Program**, My Computer Career | Feb 2025 – May 2025  
**High School Diploma**, Hopkinsville High School | May 2011

**IT Training Projects**

* 400+ hours of labs/lectures focused on CompTIA/Security+ topics.
* Hands-on experience with backups, antivirus, and server config.
* Simulated IT support, troubleshooting, and incident response.
* Applied networking skills with routers, switches, and TCP/IP protocols.