

# Kristopher Brooks

Software Engineering Student

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Motivated student pursuing a degree in Information Technology with a specialization in Software Engineering. Proficient in Agile and Scrum methodologies, adept at providing comprehensive support in team administration, project coordination, design, and programming. Skilled in Java, Python, HTML, and CSS programming languages. Demonstrated expertise through various school projects involving software system design and development, web application creation, critical program code analysis, and meticulous project management. Successful in crafting and executing comprehensive project plans encompassing essential elements such as executive summaries, scope statements, project charters, work breakdown structures, quality management plans, communication management plans, risk management plans, and project procurement plans.

## Skills

### Programming / Development

- ✓ Java
- ✓ HTML
- ✓ CSS
- ✓ JavaScript
- ✓ Python
- ✓ C Programming
- ✓ SQL
- ✓ Django Framework
- ✓ Source Code Review
- ✓ Algorithms and Data Structures
- ✓ Agile Methodology
- ✓ Docker

### Network Security Pro

- ✓ Identity Management and Authentication
- ✓ Physical and Network Security
- ✓ Host and Application Defense
- ✓ Data Security
- ✓ Audit and Security Assessment
- ✓ Hardware and Software Monitoring
- ✓ Data backups

## General Knowledge

- ✓ Analysis and Critical thinking
- ✓ Exceptional Communication Skills
- ✓ Linux OS
- ✓ Windows OS
- ✓ Self-Motivated
- ✓ Microsoft Office



## Work History

2022-12 -  
Present

### **Publicity Chair / Co-IT Coordinator for the National Society of Leadership and Success**

NSLS, National Society of Leadership and Success, Macon, GA

- Collaborated with professors, other student organizations, departments, and other groups on campus to promote the NSLS and its events.
- Managed chapter email address while also maintaining the functionality of the chapter website and social media pages.
- Spearheaded advertisements for the NSLS and specific events hosted by the chapter.

2016-01 -  
2021-04

### **Insurance Sales Agent**

GEICO, Government Employees Insurance, Macon, GA

- Strengthened existing insurance programs to suit individual client needs by analyzing specific requirements.
- Orchestrated weekly meetings to strategize with colleagues to drive sales goals.
- Recommended type and amount of coverage based on analysis of customers' circumstances using persuasive sales techniques.
- Conducted research on insurance packages and investment options to generate client recommendations.
- Handled approximately 100 outbound and inbound sales-related calls per week to qualify individuals interested in purchasing insurance coverage

2021-01 -  
2021-04

### **Customer Retention Agent**

GEICO, Government Employees Insurance, Macon, GA

- Followed through on all critical inter-departmental escalations to increase customer retention rates.
- Motivated current customers who were dissatisfied to ensure continued company growth.
- Increased call availability by handling 30 retention calls weekly to existing and new customers to drive customer satisfaction results.

2014-04 -  
2016-01

### **Emergency Roadside Dispatcher**

GEICO, Government Employees Insurance, Macon, GA

- Assessed regulatory and operational risks for escalation to management.
- Responded to over 100 daily caller requests with information about assistance and timeframes.
- Facilitated communications between customers and field personnel to answer questions or resolve concerns.
- Received new orders, prepared documentation, and assigned personnel.

## Education

Currently  
Enrolled

### **Master of Science: Information Technology – Software Design & Development**

Middle Georgia State University – Macon, Ga

2022-01 -  
2023-07

### **Bachelor of Science: Information Technology – Software Engineering**

Middle Georgia State University - Macon, GA

- President's List Spring 2023
- President's List Fall 2022
- President's List Spring 2022

2021-03 -  
2021-10

### **Associate of Science: Computer Science**

Georgia Military College - Milledgeville - Milledgeville, GA

- Awarded Summa Cum Laude – 4.0 GPA

2018-01 -  
2021-03

### **Associate of Science: Business Administration**

Georgia Military College - Milledgeville - Milledgeville, GA

- Awarded Summa Cum Laude – 3.8 GPA

## Certifications

2022-07  
2022-11  
2023-04  
2023-04

TestOut Security Pro  
Foundations of Leadership – National Society of Leadership and Success  
Learn Python 3 Course – Codecademy  
Learn Intermediate Python 3 Course – Codecademy

## Groups

### **Middle Georgia State University**

- National Society of Leadership and Success
- Center of Software Innovation