

SUMMARY

Highly motivated cybersecurity professional with a Bachelor's degree in Computer Science and several industry-recognized certifications in cybersecurity and network security. Strong foundation in operating systems, network security, compliance frameworks, and cyberattack prevention techniques. Leveraging over 15 years of experience in management and service, with a proven ability to analyze and solve complex problems, implement efficient processes, and manage teams in high-demand environments. Known for exceptional customer service, leadership, and technical troubleshooting skills.

CERTIFICATIONS

- **Comptia** - IT Fundamentals + | February 2025
 - **IBM** – Computer Networks & Network Security | September 2024
 - **IBM** - Cybersecurity Analyst Specialization IBM | November 2024
 - **IBM** - Cybersecurity Capstone: Breach Response Case Studies IBM | October 2024
 - **IBM** - Incident Response and Digital Forensics IBM | October 2024
 - **IBM** - Penetration Testing, Incident Response and Forensics IBM | October 2024
 - **IBM** – Computer Networks & Network Security | September 2024
 - **IBM** – Cybersecurity Compliance Framework, Standards & Regulations | September 2024
 - **IBM** – Operating Systems: Administration & Security | September 2024
 - **IBM** – Introduction to Cybersecurity Tools & Cyberattacks | June 2024
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TECHNICAL SKILLS

- **Languages:** Java, Python, JavaScript, C++
 - **Cybersecurity:** Network Security, Threat Management, Cybersecurity Frameworks, Vulnerability Analysis
 - **Systems:** Windows, Linux, macOS
 - **Tools:** MySQL, Microsoft Office, UI/UX, Web Development
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PROFESSIONAL EXPERIENCE

Webacy Blockchain & Web3 Security Extern – Remote

Extern (Jul – Aug 2024)

- Researched emerging blockchain technologies and assessed their security and market positioning.
- Analyzed Web3 security competitors, highlighting potential disruptors.
- Synthesized findings to improve digital competitiveness.

Village Cycle Center – Chicago, IL

Assistant Service Manager (2022 – Present)

- Lead daily service operations, resolving complex technical issues efficiently.
- Managed workflow and team performance, ensuring customer satisfaction.

Roy's Sheepshead Cycle – Brooklyn, NY

Assistant Service Manager (2021 – 2022)

- Handled high-end bike builds and streamlined repair processes, optimizing revenue and service efficiency.

Trek Bicycle – New York, NY

Service Manager (2019 – 2021)

- Led service teams, drove quality improvements, and implemented training programs to enhance performance.

Orchid Island Bikes & Kayaks – Vero Beach, FL

Bicycle Technician (2015 – 2017)

- Streamlined repair processes and ensured high-quality customer deliveries.

Infinity Bike Shop – Melbourne, FL

Part-Owner & Service Manager (2010 – 2015)

- Co-owned and managed operations of a \$1.5M business, setting goals and driving profitability.
 - Developed marketing strategies and led community engagement initiatives.
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EDUCATION

Southern New Hampshire University – Manchester, NH

Bachelor of Science in Computer Science (08/2019 - 08/2024)