

R. Patrick Todd II

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IT and cybersecurity student with extensive experience leading teams, managing projects, and supporting high-pressure technical environments. Skilled in troubleshooting, customer communication, and security best practices, with growing expertise in networking, cloud, and detection/response concepts. Blends hands-on leadership experience as a foreman with academic training in modern cybersecurity tools and frameworks. Committed to developing into a security engineer or analyst delivering reliable, high-impact solutions.

EDUCATION

University Of Central Florida, College of Engineering and Computer Science | 3.7 GPA

Orlando, FL

- Relevant Coursework: CS, Security, Networking, Advanced C, Java

Expected May 2026

New Horizons Computer Learning Centers Cyber Security Professional Program
ITF+ A+ Networks+ Security+ Certification

Tampa, FL

May-August 2023

PROFESSIONAL EXPERIENCE

Collegiate Cyber Defense Club (CCDC)

Orlando, FL

Operations Support

August 2024 – Present

- Attended in coordinating on-site logistics and registration for 50+ hackathon participants, ensuring an efficient experience during check-in and throughout the event.
- Co-planned and voted on secure and orderly handling of participant information.

KnightSec

- HackTheBox, TryHackMe and CTF participation

Emerald Plumbing

Orlando, FL

Lead Foreman, Certified Gas Technician, Sales

August 2019 – Dec 2023

- Led a technical team of 5 to 10 staff and improved workflow efficiency by 20 percent through structured task assignments and performance oversight.
- Completed 8 to 12 system diagnostics per day and resolved more than 90 percent of issues on first contact using root cause troubleshooting methods.
- Coordinated with more than 10 contractors each month to validate requirements and ensure correct execution of technical specifications.
- Maintained and tested hundreds of systems and improved operational reliability by 15 percent through standardized procedures and detailed documentation.
- Produced diagnostics logs, and documentation for all service work and reducing troubleshooting time by 10% - 15%

VERIZON

Technical Support & Sales

Orlando, Florida

June 2017 – July 2019

- Resolved 70-80 percent of technical issues without escalation using structured diagnostics that aligned with Tier 1 and Tier 2 support methods.
 - Managed more than 50 business and consumer accounts and advised on configuration, connectivity, and device security best practices.
 - Stayed current with weekly software and network updates and reduced troubleshooting time by 20 percent
 - Collaborated with technicians identifying hardware/software failures, shortening repair turnaround by one to two days.
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INDEPENDENT PROJECT EXPERIENCE

Oviedo Helping Hand

January 2020 – Present

Director, Web Developer

- Maintained website content across more than 20 pages and ensured full uptime using CMS tools and basic site administration skills.
- Led 3-5 technical and community projects yearly submitting deliverables on schedule using project planning.
- Created documentation and operating procedures that reduced volunteer onboarding time by 35%.

The Hope Foundation

Oviedo, Florida

Project Manager, Donation Procurement

- Managed logistics for more than 100 deliveries monthly and improved routing accuracy by 15 percent through process optimization.
 - Oversaw procurement and distribution of more than 2,000 pounds of food monthly while applying inventory tracking principles similar to IT asset management.
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SKILLS

- **Programming Languages & Software:** C, Python, PowerShell, Linux, SQL,
- **Cloud, Cyber defense and DevOps:** AWS, Azure, Kali Linux, Wireshark, Security Onion, pfSense
- **Interpersonal Skills:** Leadership, Problem Solving, Adaptability, Collaboration, Project Management
- **Certifications:** CompTIA ITF+, CompTIA A+