**Trent Dozier**   
Experienced Technical Support and Cybersecurity Professional

Greensboro--Winston-Salem--High Point AreaContact info: [*trinitydozier072@gmail.com*](mailto:trinitydozier072@gmail.com) , (720) 376-9852

**Experience**

**Field Service Technician** *HelloTech Inc. (Contract)* *Feb 2015 - Present*

* Diagnosed, repaired, installed, and educated clients on various tech-related issues
* Conducted malware prevention and removal
* Proficient in Home Automation, Alarm Systems, and other related technologies

**Remote Technical Support Engineer** *SupportSpace, Ltd.* *Aug 2009 - Oct 2015 (6 yrs 3 mos)*

* Diagnosed and troubleshooted technical problems remotely
* Guided users through solutions with superior customer service
* Enhanced customer satisfaction and loyalty through technical expertise

**Advanced Malware Removal Engineer** *Webroot (Full-time)* *Aug 2006 - May 2013 (6 yrs 10 mos)*

* Researched and engineered removal of zero-day exploits
* Identified and eradicated malware threats, ensuring high cybersecurity
* Utilized logs to research zero-day malware and update threat prevention software

**Enterprise Technical Support** *Arial Software (Full-time)* *Apr 2004 - Jul 2007 (3 yrs 4 mos)*

* Supported enterprise-level email campaign software
* Resolved technical issues and provided expert guidance
* Collaborated with cross-functional teams to optimize software performance

**Education**

**American InterContinental University** *Bachelor of Science - BS, Business Administration and Management, General* *2003 - 2006*

* Dean’s List
* 3.4 GPA

**Licenses & Certifications**

**Google Cybersecurity Specialization**

* + Issued Apr 2024
  + Credential ID: 2G8MNVFQCH5A
  + Skills: NIST, Splunk, Linux, SQL, Security Information and Event Management (SIEM), Network Security

**Volunteering**

**Professional Fireworks Display Technician** *Cody Skylighters* *Jul 2008 - Jul 2011 (3 yrs 1 mo)*

* + Proficient in setup and execution of professional fireworks displays
  + Ensured compliance with safety regulations and delivered captivating spectacles for diverse events

**Ski Instructor** *National Sports Center for the Disabled (NSCD)* *Oct 2020 - Apr 2021 (7 mos)*

* + Provided tailored instruction and support for individuals with disabilities
  + Utilized adaptive teaching techniques to accommodate various disabilities

**Skills**

Intrusion Detection, Network Protocols, Phishing, Vulnerability Assessment, Linux, CLI, Network Traffic Analysis, Threat Analysis, DNS, Cybersecurity Response, Python, Threat and Vulnerability Management, Network Traffic Analyzers, SIEM, Logs, OSI Model, NIST, Splunk, SQL, Virtualization, Troubleshooting

**Recommendations**

Emily Yu Senior Director, Product Counsel at Roblox "Trent is an excellent technician with advanced knowledge of Microsoft operating systems. Ideally suited for technical training and management roles."

Hugo Azevedo Sr. Solutions Engineer | Board of Directors at Stealth Startup "Trent is a fast learner and very savvy individual who was always ahead of new malware, collaborating directly with the research team."