

Vance Nelson

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SUMMARY

Experienced customer service professional with a bachelor's degree in Cybersecurity. Pivoting to a career in cyber, such as network defense or penetration testing. Excels at prioritizing tasks and solving problems, maintaining composure under pressure, and finding solutions through research and team collaboration. Key competencies include:

- Networking: OSI Model, TCP/IP, Subnetting, and Ports and Protocols.
- OS and Scripting: Kali Linux, Windows, Python, Bash, and SQL.
- Tools: Burp Suite, Metasploit, Wireshark, Hashcat, Feroxbuster, Ffuf, and Nmap.
- Excellent verbal and written communication skills developed over nine years in customer-facing roles.

EDUCATION

Utah State University | Logan, UT

Aug 2023

B.S. in Cybersecurity | Minor in Criminal Justice | 3.23 GPA

PROFESSIONAL EXPERIENCE

Thermo Fisher Scientific | Logan, UT

Feb 2022 - Present

Project Manager I | Customer Operations and Support Specialist I

- Strengthened relationships with over 40 accounts across the US, Singapore, and India.
- Directed open-order conference calls and fielded complaints, returns, expedites, cancellations, and revision requests.
- Collaborated with ten cross-functional departments to manage more than 2000 orders from receipt to shipment.
- Led order acceleration efforts from Q3'23 to Q2'24, bringing in over \$8M in revenue.
- Adapted quickly to new challenges, led additional projects and process improvements, and created accurate, industry-compliant documentation.

Vivint Smart Home | Logan, UT

Sep 2019 – Sep 2021

Customer Retention Specialist | New Hire Coach | Quality Assurance Specialist

- Handled escalated customer cancellation calls to address concerns and retain their business, with an 87-92% closing rate.
- Trained over 150 new hires in effective communication and de-escalation techniques.
- Conducted weekly audits and performance reviews for six senior retention teams dealing with extreme cases such as natural disasters, fires, home invasions, and break-ins.

PERSONAL DEVELOPMENT

Hands-on Learning Platform | HackTheBox

Feb 2023 – Present

- Configured a virtual machine with Kali Linux to practice identifying vulnerabilities such as SQLi, XSS, RCE, SSRF, RFI, AFR, BOF, and SSTI.
- Developed a consistent attack methodology using Nmap, Burp Suite, Metasploit, Python, various enumeration tools, and Google to find and exploit vulnerabilities in Linux and Windows environments.
- Created detailed notes in Obsidian documenting vulnerabilities, attack methods, and solutions.
- Completed more than 50 simulated exploit labs and participated in six team CTF competitions, including Cyber Apocalypse 2023 and 2024.

TCM Security Academy

Feb 2023 – Present

- Studying ethical hacking techniques in preparation for the PJPT and PNPT certifications.

VOLUNTEER EXPERIENCE

The Church of Jesus Christ of Latter-Day Saints | Philippines

Nov 2016 – Oct 2018

Volunteer Missionary | Assistant to Mission President | Zone Leader | District Leader

- Moved to Quezon City, Philippines, learned Tagalog, and studied religion as a missionary.
- Spent up to 12 hours a day meeting and interacting with others, repairing homes, conducting community service, and teaching English.
- Managed, trained, and directed over 200 missionaries in various leadership roles.