

Tobey Hainge

(910) 321-8215 | tobeyhainge@gmail.com | Fayetteville, NC | <https://github.com/Thainge>

PROFESSIONAL PROFILE

With experience in web design, networking, customer service, and project management Tobey Hainge assists clients and companies with a variety of services.

PROFESSIONAL PROFICIENCIES

Systems: Windows, Linux (Kali, Ubuntu)

Databases: Relational Databases

Languages: SQL, HTML5, CSS3, Javascript, React.js, Node.js, Express.js

Software: Metasploit, Wireshark, StackOverflow, VS Code

EDUCATION

BS, Cyber Security

March 2022

Western Governors University, Salt Lake City, UT

CERTIFICATIONS

- CompTIA Sec+
- CompTIA A+
- CompTIA Cysa+
- CompTIA Net+
- CompTIA Pentest
- ITIL Foundations
- CompTIA Project+

PROFESSIONAL EXPERIENCE

OneSupport - San Marcos, TX

June 2020 - Present

Supervisor

- Handled new hire training and various management duties, including monitoring new agents, performance feedback, and mentoring.
- Responsible for assisting agents with difficult tasks and complex customer issues.
- Helped to coordinate growth and improvement for the overall team.

Technical Support Specialist

- Assisted clients with the setup and troubleshooting of VDSL, Fiber, and cable connections
- Defined scope and assisted clients with the troubleshooting of their internet connection
- Assisted clients in the setup and support of web hosting features such as email servers
- Used software to solve problems for both the company and clients

OTHER ACTIVITIES

- Participated in the college club's Open Web Application Security Project (OWASP) for web application security testings
- Completed the 100 days of JavaScript coding challenge at Zero To Mastery Academy.

- Hobbies - Family, gaming, modding, sports, golfing