Kenny G. Williams

920-555-5555 | KennyWilliams@zmail.com | htte://linkedin.com/in/KennyGWilliams | Appleton, WI

EDUCATION

Cybersecurity Specialist Associate Degree   Expected May 2024
Help Desk Support Specialist Technical Diploma   May 2023
Fox Valley Technical College | Appleton, WI

- GPA 3.76 | Dean's List: Fall 2023, Spring 2024
- Association of Information Technology Professionals (AITP) | 2022 - Present
- Cisco Certified Technician (CCT) Certification | December 2023

PROFESSIONAL SKILLS

- **Network and Infrastructure:** Network Essentials, Windows Server Management, Linux, Server Applications
- **Communication:** Presentations, Public Speaking, Editing, Professional Correspondence, Virtual Meetings
- **Cybersecurity:** Network and Systems Security Implementation, Ethical Hacking and Penetration Testing, Information Assurance and Fraud Detection, Operating Systems Security
- **Technology:** MS Excel Advanced, MS Office 365, HTML, (Windows, Linux, Mac Operating Systems)
- **Programming Languages:** Python Scripting for Automation and Security Tasks, JavaScript for Web-based Security Enhancements

WORK EXPERIENCE

Geek Squad Agent | Best Buy | Appleton, WI   September 2022 – Present
- Diagnose and resolve technical issues by analyzing symptoms, identifying root causes, and recommending appropriate solutions.
- Provide exceptional customer service as the initial point of contact for technology support, knowledge, and solutions, ensuring a welcoming and positive experience for customers seeking assistance.
- Leverage in-depth knowledge of consumer electronics to facilitate setup and repair of various technology devices, effectively addressing customer needs and optimizing device functionality.
- Monitor service queues, ensuring accurate and timely status updates were provided to customers, enhancing transparency, and maintaining customer confidence.
- Engage in continuous learning and collaboration with fellow agents, shared cybersecurity insights, best practices, and emerging threat trends to bolster the team's ability to address complex security challenges.

Customer Service Representative | Walmart | Appleton, WI   June 2020 – May 2022
- Used point-of-sale technology to accurately process transactions ensuring seamless and secure customer interactions.
- Utilized Walmart's technology systems to efficiently track inventory, update pricing information, and manage product availability, contributing to a streamlined shopping experience.
- Navigated customer databases and management software to retrieve and update customer information, enhancing personalized service delivery.
- Actively participated in technology training sessions and adapted quickly to new software updates, contributing to the team's technological fluency, and providing tech-savvy solutions to customer inquiries.

ACTIVITIES, HONORS & COMMUNITY INVOLVEMENT

- BizSquad | Fox Valley Technical College | September 2023 – Present
- Black Student Union | Fox Valley Technical College | September 2022 – Present
- Habitat for Humanity | Appleton, WI | September 2019 – Present
- Varsity Soccer | Appleton North High School | 2018 - 2022