

DANIEL NEWSUM

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SUMMARY

Hardworking, outgoing retail specialist who knows how to take care of the customer and make sure everything is running smoothly. Comfortable talking to customers to make sure they are satisfied and that they are getting the best service possible. Good at maintaining a work area and being proactive to get tasks done. Know how important it is to leave a lasting good impression with customers and always want to help. Great understanding of technology and devices used.

TECHNICAL SKILLS

Computer Tools: Networks, Hardware, Incident response, Monitoring Infrastructure, Firewalls, Testing, Linux, Risk Assessments, Windows, Security information and event management, C#, Java, system hardware, Wireshark, Encryption, Penetration Testing, Antivirus, packet sniffers, and Mysql.

EXPERIENCE

Batteries plus Bulbs - Overland Park

September 2019 - February 2021

Technology Associate.

- Battery and technology business where employees' knowledge of technology is key.
- Understanding of power transfer and battery construction.
- Performed repairs on a wide range of devices from iPhones and android phones to tablets and laptops.
- Reconstruct and install UPS units.
- Troubleshooting expert. Finding the root of the problem and addressing it, from electrical systems to device repair.

Staples - Overland Park

April 2019 - September 2019

Technology Consultant.

- Troubleshooting PCs, laptops and other small devices.
- Sold new computers and setup drivers and antivirus for the customer, including any software they wanted installed.
- New computers came with tech support and customers could call the store in regards to any questions or problems with their new device.
- Coached people on small troubleshooting problems over the phone for mostly laptops and printers, and if the problem was too much they would set up an appointment and come into the store.
- Printer installation and general repair.

- Worked in the Print Center. Weighing packages, printing cards and other printing services.

Home Depot - Overland Park, KS

February 2015 - April 2019

Flooring Sales.

- Working with customers to set up tile, carpet or other types of flooring installs in person, over email and over the phone.
- From start to finish, making sure customer satisfaction, expectations and experiences are all flawless.
- Managing any problems that did arise and finding solutions for the customers.

Lumber Sales.

- Helping any and all wood related projects, from construction of a deck to fixing holes in concrete.
- Eye for detail and measurements. Learned the importance of precision and planning also.

Plumbing Sales.

- Understanding and ability to sell a wide range of plumbing equipment.
- Learning the complexities of water systems and heating and cooling systems.

EDUCATION

University of Kansas Edward Campus, Overland Park Edwards Campus, KS

An intensive 24-week long boot camp dedicated to cyber security. Skills learned consist of Wireshark, Kali Linux, Metasploit, Burp Suite and training towards Security+, Network+, and CISSP.

Johnson County Community College, Overland Park, KS

Studied programming for two years learning C#. Made many different programs and learned the architecture of coding and computers.

Certification:

Comptia Security Plus

Verification Code: 69VVGXTWVZ56VSG6