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# JAMES BROWN

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## OBJECTIVE

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Cybersecurity graduate from Old Dominion University, I am seeking an entry-level IT position where I can leverage my technical expertise and interpersonal skills. My background in sales and project management has equipped me with a unique blend of abilities essential for IT roles. I am proficient in client relationship management, problem-solving, and project leadership. I am eager to apply these skills to support and contribute to a dynamic IT team.

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## EDUCATION

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**Old Dominion University Norfolk**, VA United States

2019 - 2025

B.S. in Cybersecurity

Relevant Coursework: Cybersecurity Techniques and Operations, Windows System Management and Security, Cybersecurity Fundamentals, Network Server Configuration and Administration, Databases, Networking, Computer Systems and Programming, Object-Oriented Programming

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## LICENSES AND CERTIFICATIONS

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CompTIA Security + CE 701

- Date Issued: June, 2024

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## SKILLS

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Python, Java, Linux, C++

Risk Assessment, Wireshark, Nmap, Active Directory, Access Control Management

Detail-Oriented, Project Management, Leadership & Supervision, Customer Service & Sales, Problem-Solving, Adaptability, Negotiation Skills, Client Relationship Management, Presentations, Independent Work, Computer Repair, Troubleshooting

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## WORK EXPERIENCE

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### Collections Agent

08/2024

Alorica, Fredericksburg, VA United States

- Executed outbound calls to customers with overdue accounts, strictly following established collection procedures and compliance standards.

- Promptly and effectively resolved customer issues, negotiating repayment plans to enhance customer satisfaction and ensure the fulfillment of financial obligations.

- Accurately and comprehensively documented all collection activities within the Client's CRM system.

- Consistently surpassed monthly collection targets and performance metrics, earning recognition for outstanding performance in call resolution time and customer satisfaction.

### Project Manager

04/2022 - 02/2024

Sparkk Construction, Chantilly, VA United States

- Spearheaded and mentored a high-performing sales team, promoting collaboration and consistently meeting client acquisition goals.

- Directed projects in strict compliance with company policies and protocols, safeguarding client confidentiality.

- Secured \$3M in revenue by adeptly negotiating with insurance companies and effectively managing estimates.

### Customer Service Representative

01/2019 - 02/2022

2 Silos Brewing Company, Manassas, VA United States

-Efficiently operated in a high-volume setting, catering to 1,000 customers daily.

-Served as team leader, effectively training new hires and fostering a positive workplace to enhance team cohesion and performance.

-Honored as Employee of the Month three times within an 18-month period.

-Successfully addressed customer inquiries and ensured high levels of satisfaction through proven problem-solving abilities.

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## PROJECTS

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- **Windows Server 2019 Configuration**

Configured, managed, and secured Windows client and server operating systems. Enhanced network security by deploying firewalls, configuring security policies, and using advanced threat detection tools. Conducted system audits and implemented security measures to identify and mitigate issues. Created and managed virtual machines to optimize resource utilization and streamline deployment processes.