

Courtney Jones

Richmond, Virginia, United States

courtneypilson@gmail.com

[linkedin.com/in/courtney-jones-962999169](https://www.linkedin.com/in/courtney-jones-962999169)

Summary

I am currently working at Bank of America as a Technical Analyst. There, I have learned good communication skills and time management skills. Having good time management skills is useful for deadlines that I have at my job. Having good communication skills helps me work in teams, projects, and things I might have questions about. I recently received my associate degree in Cybersecurity from Northern Virginia Community College. I am actively working on my bachelor's degree in Cybersecurity at Old Dominion University Online. I am a hard worker. I have a strong willingness to learn new skills. I am determined to do every task to the best of my abilities. I am also working on receiving my Security+.

Experience



Technical Analyst

Bank of America

Jul 2021 - Present (2 years 8 months)



Production service Analyst

Bank of America

Jul 2021 - Jan 2022 (7 months)



Mainframe Service Desk Intern

Bank of America

Feb 2021 - Jul 2021 (6 months)

- Resolve 10+ alerts, escalate and perform troubleshooting, analysis, research, and resolution using advanced query and programming skills, all within a 10 minute time span
- Monitor and control the operations of Mainframe hardware and software, start or stop systems tasks such as processing systems, database systems, and OS itself on a daily basis. To maintain a 100% metric status acknowledging alerts & helping users via e-mail



Front End Team Member

Total Wine & More

May 2020 - Jul 2021 (1 year 3 months)

- Measured and calculated over 600 sales weekly checking out customers at the cash register, which resulted in minimum to no errors
- Recommended to customers other options of products based on what is in their carts, which resulted in more weekly sales
- Communicated while checking customers out at the register to promote good rapport, which resulted in 100% Net Promoter Score (NPS) for the store



Team Member

Weis Markets

Apr 2020 - Jun 2020 (3 months)

- Measured and calculated over 600 sales weekly checking out customers at the cash register, which resulted in minimum to no errors
- Communicated while checking customers out at the register to promote good rapport, which resulted in 100% Net Promoter Score (NPS) for the Store
- Resolved issues when products would show up incorrectly on the registers, which resulted in good comments from customers on surveys

Education



Old Dominion University

Bachelor's degree, Cybersecurity

Aug 2023 - May 2026



Northern Virginia Community College

Associate of Arts and Sciences - AAS

Aug 2020 - May 2023

Year Up/ Northern Virginia Community College

Associate's degree, Cybersecurity

2020 - 2021

- Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship
- Enrolled in the Cybersecurity track to prepare for a Tier 1 Cyber Security Analyst role
- Earning 16 college credits towards a Cybersecurity Associate Degree in partnership with Northern Virginia Community College
- Relevant courses include: ITE 119: Information Literacy, ITN 106: Microcomputer Operating Systems, ITN 260: Network Security Basics, and ITN 101: Introduction to Network Concepts

Skills

Computer Science • Networking • Computer Hardware • computer software • Software Installation • Computer Hardware Troubleshooting • Software Troubleshooting • Microsoft Office • Microsoft Excel • Microsoft Word

Honors & Awards

Academic Excellence

Jan 2020

For earning all A's in the Fall 2020 NOVA Semester