

John Gerken IV

Apex, NC 27539 | johnkgerkeniv@gmail.com | 919-737-5235

PORTFOLIO: <http://www.johnngerkenivportfolio.com>

LINKEDIN: <https://www.linkedin.com/in/john-gerken-iv>

Professional Summary

Detail-oriented and adaptable professional transitioning from a background in customer service and game development to cybersecurity. Recently acquired hands-on experience through a rigorous bootcamp and already have a strong foundation in programming. Eager to leverage my unique blend of technical and problem-solving abilities to contribute effectively to cybersecurity challenges.

Skills

- Windows and Linux administration
- Network administration
- Port security management
- Problem-solving and troubleshooting
- Coding proficiency in multiple languages
- Version control systems management
- Wireshark for network analysis
- VirtualBox and Metasploit usage
- Continuous learning mindset
- Attention to detail in projects
- Interpersonal and written communication
- Project documentation practices

Education

North Carolina State University – Raleigh, NC | Cybersecurity Certificate 03/2025
Network Security, Microsoft Security System Administration, Social Engineering & Ethical Hacking, etc...

Wake Technical Community College – Raleigh, NC | Associates of Applied Science 10/2021
Simulation and Game Development: Programming

Certifications

- CompTIA A+
- CompTIA Security+

Experience

Software Developer 07/2021 – Current
Self-Employed

- Developing a side-scrolling mobile game with the Unity Game Engine about humans abducting aliens.
- Employing Microsoft Visual Studio to write the C# code for the game mechanics.
- Fully documenting my code so other people can understand it.

Amazon Delivery Driver

11/2025 – Current

Azura Logistics – Durham, NC

- Increased profits by safely and quickly delivering packages to the people who ordered them.
- Improved delivery accuracy by using great organizational skills to make sure each person got the correct package.
- Provided great customer service by always being polite and professional towards customers.

Delivery Driver

06/2025 – 11/2025

Uber Eats – Cary, NC

- Increased profits by rapidly (but safely) delivering food to customers.
- Improved customer satisfaction by making sure to always double check that the restaurant got the orders correct.
- Provided great customer service by always being polite and professional towards customers.

Customer Service Representative & Facilitator

07/2022 – 08/2025

Harris Teeter – Cary, NC

- As a CSR, managed the “Front End” of the store, including checkouts, curbside pickup & the service desk.
- As a CSR, performed with an extensive level of attention to detail to prevent mistakes.
- As a facilitator, significantly improved the stores appearance by doing repairs and maintenance.
- As a facilitator, increased the efficiency of multiple departments by assisting whenever needed.

Web Designer, Admin & Artists' Assistant

04/2022 – 06/2022

VG Designs – Raleigh, NC

- Assisted with setup and organization of the art studio using my organizational prowess to make art production more efficient.
- Increased profits by administrating the online sales and marketing of completed art.
- Utilized design and production skills to help determine the layout of new studio elements.

Assistant Manager

08/2021 – 02/2022

Cold Stone Creamery – Cary, NC

- Increased employee productivity by helping to keep other employees on task to meet daily objectives.
- Educated new employees on the proper methods of taking and completing orders.
- Assisted other employees as needed to help complete orders quickly and accurately.

Customer Experience Specialist

09/2021 – 12/2021

Best Buy – Cary, NC

- Improved customer satisfaction by listening to their specific desires and assisting them in purchasing what is optimal for them.
- Implemented marketing and sales techniques to promote branded payments, by politely offering them to customers and communicating the benefits of obtaining one.
- Utilized extensive product knowledge to recommend products to customers.

Shift Lead & Customer Service Representative

09/2015 – 08/2021

Dairy Queen – Apex, NC

- As a CSR, communicated clearly with coworkers to provide customers with their correct order in under 3 minutes.
- As a CSR, performed maintenance tasks efficiently to ensure the store maintained an inviting appearance.
- As a shift lead, increased the efficiency of the drive-thru by training other employees in the correct procedures.
- As a shift lead, assisted with helping upset customers to ensure their issues were resolved promptly and in a satisfactory manner.

References

(References available upon request)