

John Gerken IV

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

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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 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.

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)