

# Anthony Waterman

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## Profile

Industry professional with 9+ years of experience in retail, sales, management, automotive, and the tech industry. Bringing strong technical understanding and troubleshooting skills. Skilled in communication and time management with a knack for solving problems. Offers understanding of cybersecurity methods and concepts.

## Experience

### **CERTIFIED TECHNICIAN | VALVOLINE | SEPTEMBER 2023 – DECEMBER 2023, APRIL 2024 - PRESENT**

- Provide preventative and advanced vehicle maintenance to ensure safe and reliable transportation.
- Train new employees to ensure P&Ps are followed.
- Conduct 18-point inspection on all vehicles to ensure proper functionality.
- Maintain physical security standards at location.

### **CUSTOMER SERVICE REPRESENTATIVE | ALIGHT SOLUTIONS | FEBRUARY 2023 – APRIL 2023**

- Assist employees with benefit related questions by utilizing a knowledgebase via remote environment.
- Ensure prompt and accurate service.
- Utilize Microsoft systems such as Outlook, SharePoint, Excel, and other non-Microsoft systems.
- Put into practice physical and digital security standards required for remote employment.
- Monitored personal inbox for possible phishing attempts.

### **FIELD REPAIR TECHNICIAN | ASSURANT | OCTOBER 2021 – NOVEMBER 2022**

- Provide triage and technical support to customers experiencing issues across a range of devices.
- Repair a variety of cellular devices across top brands.
- Utilized diagnostic software to provide advanced troubleshooting options when necessary.
- Operated ticketing systems to properly notate all triage and repairs completed.
- Offered troubleshooting over the phone when applicable.
- Doubled daily ticket volume.
- Exceeded reported triage and repair ticket goals by 110%.
- Completed training to become a certified technician for Samsung, Google, LS, Motorola, and Apple devices.
- Ensured physical/data security standards were always followed.
- Provided security awareness to customers surrounding phishing, vishing, malware, spyware, and other threats related to the customers device.
  - Wireless Industry Service Excellence (WISE) certification #: 30750

### **MERCHANDISE OPERATIONS LEADER | PETCO | SEPTEMBER 2020 – SEPTEMBER 2021**

- Department Leader responsible for merchandising entire retail location to ensure achievement of sales goals.
- Directly supervised multiple operations associates, providing training to ensure compliance with P&Ps.
- Oversaw entire locations operations on a semi-daily basis.
- Managed all sales campaigns and floorplan reworks.
- Increased revenue intake by 10% during the pandemic.
- Built 7% penetration rate for new high return brands.
- Trained associates on physical security concepts to ensure data and system security.
- Recorded and reported all vishing and phishing attempts.

### **COMPANION ANIMAL LEADER | PETCO | MARCH 2019 – SEPTEMBER 2020**

- Department manger overseeing four departments to ensure operational standards and sales goals were met.
- Responsible for meeting budget goals for animal and supply orders.
- Oversaw all live animals to ensure wellbeing and suitable living conditions.
- Maintained relationship with local shelter to help bolster adoption percentage.
- Directly supervised the Aquatics Specialist, providing training to ensure compliance with animal wellness standards and P&Ps.
- Reduced shrink in aquatics department from -50% to -12% over fiscal year 2019.
- Increased revenue for all departments by 8.21% over fiscal year 2019
- Reduced budget expenses by 5% over fiscal year 2019
- Recorded and reported all vishing attempts and possible phishing attempts.

### **GUEST ADVISOR | PETCO | APRIL 2018 – MARCH 2019**

- Certified in dog and cat nutrition.
- Operated location as manager on duty when necessary.
- Ensured all areas of location were up to operational standards.
- Maintained proper record keeping procedures while handling money or animal documentation.
- Assisted department managers with setting up sales promotions.
- Leveraged training to increase sales and guest satisfaction on location.

### **MERCHANDISE OPERATIONS SPECIALIST | PETCO | APRIL 2017 – APRIL 2018**

- Assist the Merchandise Operations Leader with shipments.
- Erect displays for new sales promotions.
- Rework planograms for new product and display area.
- Assist with yearly store reset.
- Operate register to ensure speedy checkout process for customers.

### **GUEST EXPERIENCE SPECIALIST | PETCO | APRIL 2016 – APRIL 2017**

- Operate register throughout the day to ensure prompt service for customers.
- Ensure small animal and bird habitats were up to standards to maintain animal health and safety while ensuring a great customer experience.
- Assisting Merchandise Operations Specialist with shipments and displays.
- Continually practice proper cash handling and record keeping procedures.

## **RALPH LAUREN POLO SPECIALIST | MACY'S | SEPTEMBER 2015 – MARCH 2016**

- Ensure department was up to operational standards.
- Perform register operations accurately and quickly to ensure customer satisfaction.
- Exceeded sales goals each week during peak seasons.
- Assisted Loss Prevention in identifying potential shoplifters.
- Cross trained to perform in different departments at the highest level.
- Maintained a surplus of knowledge related to high end products and services.

## **Education**

### **BACHELOR OF SCIENCE IN CYBERSECURITY | MAY 2024 | OLD DOMINION UNIVERSITY, NORFOLK, VIRGINIA**

- 3.57/4.0 Major GPA, 3.11/4.0 Overall GPA
- Dean's List x3
- Relevant Coursework: Networked Systems Security, Cybersecurity Fundamentals, Windows System Management and Security, Cybersecurity Techniques and Operations, Cybersecurity Strategy and Policy, Digital Forensics, Cryptography for Cybersecurity, Linux Systems for Cybersecurity

### **ASSOCIATES OF SCIENCE | JUNE 2017 – DECEMBER 2019 | THOMAS NELSON COMMUNITY COLLEGE, HAMPTON, VIRGINIA**

- Graduated with honors
- 3.32/4.0 GPA
- Phi Theta Kappa
- National Society of Leadership and Success
- Vice Presidents List
- Merit List x2

## **Skills & Abilities**

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|-------------------------|-----------------------------|
| • Time Management       | • Technical Support         |
| • Communication         | • Linux                     |
| • Customer Service      | • Ticketing Systems         |
| • Microsoft Office      | • iOS                       |
| • Google Suite          | • Android                   |
| • Critical Thinking     | • MacOS                     |
| • Team/Independent Work | • Technical Troubleshooting |
| • Management            | • Windows                   |
| • Logistics             | • Computer Assembly         |
| • Project Management    | • Networks                  |