

# DANIEL LOWRY

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## Professional Summary

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I am a skilled, detail-oriented, individual, currently working towards a Bachelor of Science majoring in Cybersecurity with a minor in Cyber Law. I am motivated to drive projects from start to finish individually or as part of a dynamic team. I am an accomplished, top-of-the-field, satellite technician with titles earned such as, "Tech of the Nation". I have over 8 years of experience installing various types of A/V equipment for both residential and commercial customers, on small to large-scale projects. Experienced in analyzing issues on service calls and finding effective solutions. Engaging and pleasant personality with expertise in building customer relationships. I am pursuing a role where hard work and dedication will be highly valued.

## Skills

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- Linux and Windows operating systems
- Technical support
- Quality assurance and control
- Hardware and software installation
- Customer service
- Excellent diagnostic skills
- Excellent problem-solving abilities
- Excellent communication skills
- Installations expertise
- Troubleshooting skills
- Network Experience
- TCP/IP knowledge

## Work History

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### Field Technician

10/2012 to Current

**Mastec** – Roanoke, VA

- Improved customer service ratings by resolving technical, on-site issues quickly and accurately.
- Utilized safety practices with no complaints or accidents.
- Adhered to safety protocols by implementing routine tests and guaranteeing accurate and safe equipment handling.
- Collaborated with the manufacturer to manage complex equipment repairs.
- Consistently met deadlines and requirements for all production work orders.

### Transportation Officer

08/2008 to 08/2012

**New River Valley Regional Jail** – Dublin, VA

- Prevented crimes by immediately reporting all unusual, unauthorized and illegal activity on the premises.
- Verified each individual's right to enter restricted areas and denied access to unauthorized persons.
- Detected and apprehended any unauthorized personnel.
- Monitored building access and identified all officials and employees before authorizing their entrance.
- Monitored alarm systems to detect any unauthorized entries into protected areas.

- Investigated all security and safety violations.
- Prevented crimes through careful observation and investigation of suspicious and unusual behavior.
- Delivered accurate verbal and written reports to company personnel.
- Maintained accurate and detailed logs of all events that occurred during each shift.
- Processed and logged accurate and detailed incident reports.
- Noted and followed up on any unusual behavior.
- Responded quickly and effectively to all security violations and duress alarms.

## **Shop Manager**

04/2001 to 08/2008

### **Blacksburg Tattoo – Blacksburg, VA**

- Supported customer service and satisfaction objectives by resolving escalated issues, establishing payment arrangements, and promoting sales.
- Implemented business development, customer service and maintenance strategies resulting in increased production yield.
- Supervised and managed day-to-day operations and tasks.
- Applied permanent tattoos using indelible, non-toxic ink.
- Created custom tattoo designs for customers.
- Performed clean, high-quality work at all times.
- Accepted and processed customer payments.
- Grew client base by marketing services.
- Utilized photographs and sketches from customers to develop ideas.
- Established and maintained productive, professional working relationships.
- Kept areas neat and clean and equipment sanitized.
- Mentored new hires, resulting in stronger staff development and increased productivity.

## **Education**

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**Bachelor of Science:** Major-Cybersecurity, Minor-Information Systems and Technology (Senior year, 3.7 GPA)

### **Old Dominion University – Norfolk, VA**

- Upper-level coursework with network security, designing networks, and security vulnerabilities

**Associate of Science:** Computer Science

### **New River Community College - Dublin, VA**

- Coursework in Java, Microsoft Word/Excel/PowerPoint, web page design, network security

## **Accomplishments**

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- DIRECTV "Tech of the Quarter" numerous times as well as "Tech of the Nation".
- Member of Phi Theta Kappa
- Member of Who's Who in Colleges and Universities
- Former General Instructor at New River Criminal Justice Training Academy