

Ethan Bonney

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Available: 16 Sep 24 | Onsite, Hybrid, or Remote opportunities | **Clearance:** Public Trust

IT SERVICE DESK ANALYST | INFORMATION ASSURANCE | CYBERSECURITY ANALYST

Results-oriented cybersecurity specialist, using dynamic problem solving and team management with a focus on deadline delivery. Proven communicator able to convey data/facts/results across multiple personnel levels using multifaceted approaches in complex issue resolution.

- Team Leadership
- LINUX
- Policy Development
- Technical Support
- Risk Identification & Mitigation
- Problem Solving Skills
- Analytical Skills
- Customer Service
- Proficient in Excel, Word, and PowerPoint
- Oral & Written Communications

EDUCATION

Bachelor of Science, Cybersecurity | Old Dominion University | Norfolk, Virginia
Associate of Applied Science, Cybersecurity | Tidewater Community College | Norfolk, Virginia

Graduation Date: Aug 2024
Dec 2022

PROFESSIONAL EXPERIENCE

Customer Service Representative

10/2022 to Present

Leidos, Remote

Responsible for the answering and expeditious resolution of consumer related matters. Ensures strict adherence to organizational and governmental standards. Facilitates resolution of consumer concerns and de-escalates a stressful environment. Resolves over 50 consumer issues daily with a **95% QA rate**.

- Resolves incoming client and personnel inquiries related to identity theft, cybercrimes, phishing attempts, and business complaints.
- Manages account deletions, password resets, and addresses verification code deficiency on the help desk.
- Screens and prioritizes security concerns and escalates to senior management for conflict resolution.
- Provides technical directions to guide consumers through webpage familiarization.
- Evaluates consumer submissions and ensures effective delivery to the appropriate department for trend analysis.

Kitchen Supervisor, Server

12/2018 to 03/2024

Cinema Café, Chesapeake, VA

Supervised and evaluated staff, ensuring quality standards and services were executed daily. Oversaw food preparation, equipment maintenance, inventory management, and shift scheduling for approximately 30 staff, accounting for an average of 1,500 tickets on a daily occurrence.

- Distributed daily tasks to a team of 15 staff members that included food prepping, quality control, inventory management, and cleanliness of 7 workstations, resulting in effective workflow within the kitchen.
- Collaborated with senior management and implemented new company guidelines and menus.
- Ensured training was documented per organizational policies and government agency standards.
- Effectively operated the company's POS system to ensure timeliness, staff efficiency, and data collection, exceeding company quality assurance and expectations.

Camp Counselor

06/2021 to 09/2021

YMCA, Chesapeake VA

Facilitated educational, physical, and social development activities for campers. Engaged with interdepartmental teams to resolve issues regarding child safety and entertainment. Mediated disputes and conflicting priorities, while maintaining positive relationships among campers and the organization.

- Collaborated with 4 peers in the implementation of safe and age-appropriate activities for 20 children per session, ranging from 8 to 12 years old.
- Managed the timeliness of all events within the daily schedule and strictly enforced company policy.
- Worked closely with senior leadership to resolve disputes among the campers.

PROFESSIONAL DEVELOPMENT and TRAINING

- Villanova University Code Apps with Java, *ID TECH, 2018*
- Villanova University Artificial Intelligence and Machine Learning, *ID TECH, 2018*