

ISAAC FLORES

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SUMMARY

I am an online university student currently seeking to become a high achiever in the technology industry with experience in efficiently dealing with customer relations. I am extremely coachable and quick to learn new skills with experience succeeding in a fast-paced retail business. Being proficient in using Microsoft Office, Linux, and virtual machines, I have gained experience working with different operating systems. I have a strong history of being reliable and flexible by showing up early and leaving late while practicing a strong work ethic. I am detail-oriented and customer-focused with the ability to effectively communicate with Spanish-speaking and English-speaking customers. Contributing to a strong collaborative team is something I highly value as I realize there are demanding challenges associated with the information technology industry. I look forward to achieving success in any business looking to utilize my abilities to the fullest extent.

KNOWLEDGE/SKILLS

- Proficiency with Microsoft Office tools
- Proficiency with Troubleshooting
- Proficiency using Wireshark
- Proficiency with Firewalls
- Proficiency with operating systems
- Detail Oriented
- Bilingual (English and Spanish)
- Communication
- Adaptable and fast learner
- Teamwork oriented

EXPERIENCE

Cybersecurity Student

Old Dominion University

01/2024

- Experience using Microsoft Office tools like Excel, Word, PowerPoint, and Outlook
- Experience using Kali Linux, Windows Server Manager 2019, Windows 10, and legacy Windows operating systems on virtual machines using VirtualBox software
- Proficiency in using Windows Server Manager 2019 to administrate Domain Name Servers and disk volumes
- Proficiency in configuring, administering, and working with virtual machines
- Proficiency administrating the Kali Linux operating system as a virtual machine on VirtualBox defining users, establishing permissions, and running bin/bash shell scripts
- Knowledge of utilizing pfSense, Wireshark, and networking protocols to administrate network traffic and mitigate attacks by blocking unwanted packets by setting up firewalls
- Experience using Java and Python to utilize variables, functions, and methods on a variety of academic projects
- Knowledge of network infrastructure, network protocol stack, and hashing functions
- Knowledge of computer hardware including motherboard, processor, graphics cards, and other interworking components

Service Deli Clerk

Costco Wholesale

04/2024 to Current

Fredericksburg, VA

- Proficient in assisting customers in explaining product details and order fulfillment making personal connections, and engaging customers while maintaining a professional demeanor
- Learn products and services quickly while educating customers on services
- Assist customers with demonstrations of the latest seasonal or recurring products in the store utilizing interpersonal customer service
- Engage with customers maintaining a positive environment and managing waiting queues for products
- Assist management with in-store promotions and events to increase foot traffic and drive company sales by supporting the initiation, collaboration, and inclusion of work teams.

EDUCATION

Bachelor of Science (in-progress): Cybersecurity

Old Dominion University

12/2025

Fredericksburg, VA

Associate Degree: Information System Technology

Germanna Community College

12/2023

Fredericksburg, VA