

NICHOLAS DUGGINS

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PROFESSIONAL SUMMARY

Motivated career changer and U.S. Army National Guard veteran currently pursuing a Bachelor of Science in Cybersecurity at Old Dominion University. Brings leadership, problem-solving, communication, technical security-system experience, and strong customer-service skills developed through military service, security systems work, and several years in automotive sales. Seeking an entry-level cybersecurity internship or junior cybersecurity opportunity to build hands-on technical experience and develop a long-term career in cybersecurity, security engineering, and eventually cybersecurity leadership.

EDUCATION

Old Dominion University — Norfolk, VA | Bachelor of Science in Cybersecurity — In Progress

Wake Technical Community College — Raleigh, NC | Associate Degree in Forensic Science

CYBERSECURITY & TECHNICAL SKILLS

Cybersecurity Fundamentals • Computer Operations • Microsoft Office • Microsoft Excel • Microsoft Outlook • Generative AI • Data Analysis • Research • Technical Troubleshooting • Documentation • Compliance • Communication • Problem Solving • Time Management • Team Leadership • Training & Supervision

RELEVANT TECHNICAL & SECURITY EXPERIENCE

APS Security — Technician / Sales Associate | Metairie, LA | June 2016

- Wired panels for fire alarm and security systems and supported installation work on ships and small vessels.
- Worked with cameras, fire alarms, and other security-related systems while educating customers on available solutions.
- Supervised teams of two to three technicians while maintaining productivity and meeting project deadlines.
- Maintained records for broken or unusable smoke and heat detectors and supported accurate documentation.

MILITARY LEADERSHIP EXPERIENCE

U.S. Army National Guard — E-5 Sergeant | July 2012 – June 2017

- Led and supervised teams of five to ten soldiers while performing construction and electrical duties.
- Maintained company records and physical supplies and ensured accountability of assigned resources.
- Conducted monthly inspections and oversaw the handling and maintenance of three military vehicles.
- Prepared incident reports, administered discipline, and maintained accountability within the team.
- Motivated soldiers, maintained morale, and supported effective teamwork in demanding environments.
- Planned and coordinated construction projects to improve efficiency and meet operational requirements.

PROFESSIONAL EXPERIENCE

Sales Consultant — CrossRoads Ford of Cary | Apex, NC | February 2020 – Present

- Consult with customers to identify needs, evaluate options, and provide accurate product and financing information.
- Negotiate sales agreements and guide customers through complex purchasing and documentation processes.
- Build and maintain long-term customer relationships through consistent communication and follow-up.
- Apply problem-solving, active listening, organization, and communication skills in a high-pressure environment.

Additional Automotive Sales Experience | Louisiana & North Carolina

- Veteran's Ford — Metairie, LA | June 2017 – June 2018: Negotiated sales, educated customers, and averaged 12–15 sales monthly.
- HYUNDAI OF METAIRIE — Metairie, LA | June 2018 – February 2019: Supported customers throughout the vehicle purchasing process.
- Matt Bowers Ford — Metairie, LA | October 2019 – Present: Maintained customer relationships and provided product guidance.
- Crossroads Ford Fuquay-Varina — Fuquay-Varina, NC | October 2020 – November 2021: Assisted customers, explained vehicle options, and completed purchase paperwork.
- Capital Dodge Chrysler — Garner, NC | May 2022 – November 2022: Provided vehicle information and supported the sales process.

Goodyear Tires and Services — Tire Technician | Metairie, LA | July 2016 – June 2017

- Performed oil changes, tire rotations, and other automotive services on multiple vehicle makes and models.

- Trained in tire and automotive parts sales while educating customers about vehicle maintenance needs.

CERTIFICATIONS & ADDITIONAL INFORMATION

Certifications: CPR Certification • GM Certification • Valid Driver's License

Military Service: U.S. Army National Guard — E-5 Sergeant