

# Bernard Hackwell

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111-111-1111 | bernardhackwell123@email.com | 123 Random st, Somewhere, Texas

## Summary

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Skilled IT professional with experience in Cyber Security as well as HelpDesk/Desktop support

## Experience

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### Somewhere Financial services | Somewhere, Texas

#### Junior Cyber Security Analyst | 02/2021 - Present

- Provide first line telephone, e-mail and ticket routing services for security event notifications and incident response processes
- Assist in creating information security policies and procedures
- Provide the reports regularly to stakeholders

### Somewhere Financial services | Somewhere, Texas

#### Help Desk Technician | 10/2020 - 02/2021

- Assist users with application issues
- Troubleshoot user hardware issues
- Use ticketing system to track user tickets and issues

### Somewhere computer repair | Somewhere, Texas

#### Bench Technician | 06/2017 - 09/2020

- Diagnose and repair computers and laptops from all makes and models
- Troubleshoot software and hardware issues
- Troubleshoot and repair home network issues

### Random High School | Somewhere, Texas

#### IT Assistant | 08/2015 - 06/2016

- Assist with repairing school computers
- Troubleshoot and repair issues with school printers and projectors
- Assist with new school technology deployments

## Skills

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Windows, Computer literacy, Communication skills, Computer Hardware, Computer Repair, Mac OS, Printers, Networking, Cybersecurity, Security Enhanced Linux, Security Enhanced Linux

## Education

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### Random High School | Somewhere, Texas

#### General Studies | 06/2016

- 3.2 GPA
- A/B Honor Roll

### Somewhere Technical College | Somewhere, Texas

#### Technical Studies | 06/2020