David T. Stone

Cybersecurity Student & Systems Technician Kennesaw, Georgia david@davidtstone.com

Summary

Cybersecurity student with hands-on Linux and networking experience and 6+ years of high-volume customer-facing support. CompTIA A+ and Network+ certified; comfortable troubleshooting issues end-to-end, documenting fixes, and communicating clearly under pressure.

Education

Kennesaw State University B.S. Cybersecurity, In Progress (2023 - Present)

- Relevant Coursework: Network Security (CYBR 3200), Server & Client System Hardening (CYBR 4423/3210), Infrastructure Defense (CYBR 4200)

Technical Skills

Linux & Systems: Debian/Ubuntu administration, CLI/SSH, troubleshooting, performance tuning, patching
Networking: TCP/IP, UDP, DNS, DHCP, VPNs (WireGuard, OpenVPN), basic routing/switching concepts
Server & Hardware: Dell iDRAC remote management, RAID concepts, storage provisioning, monitoring
Security: Hardening baselines, firewall fundamentals, least privilege, log review, defense-in-depth

Skills

Professional Skills: Customer communication, de-escalation, and issue ownership in fast-paced environments; time management, adaptability, and attention to detail; training and mentoring peers; translating technical steps into plain language

Experience

Customer Service Associate

Walmart • Kennesaw, GA January 2022 – Present

- Support dozens of customers per shift with checkout, returns, and general questions across departments
- Troubleshoot POS, payment, and self-checkout issues quickly to keep lines moving and reduce escalations
- Train and support new associates on register operations, standard procedures, and compliance checks
- Maintain accuracy and professionalism during peak traffic and high-pressure situations

Crew Member

McDonald's • Acworth, GA June 2019 – January 2022

- Rotated across front counter, drive-thru, and kitchen roles in a high-volume location
- Balanced speed and accuracy while multitasking during rush periods; followed safety and cleanliness standards
- Helped onboard new hires and reinforced standard operating procedures

Certifications

- CompTIA A+
- CompTIA Network+