

# Franz Gregor Ignacio

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## Professional Summary

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I am a proactive Unarmed Security Officer in the Healthcare Industry, adept at conflict resolution, risk identification, and maintaining a secure environment. With a keen eye for detail, I possess proficiency in Python, Java, C++, C, Assembly Language, and Ruby—most of my intermediate and advanced coding concepts were developed during my time as a student at the University of California, Riverside (UCR).

My professional journey includes valuable experience as a Tech Sales Associate at Staples, where I guided customers to optimal technology solutions and actively contributed to diagnosing and resolving technical problems.

Currently advancing my cybersecurity knowledge at Southern New Hampshire University (SNHU), a National Center of Academic Excellence in Cyber Defense, I am on track to graduate in the Summer of 2025. Eager to secure a dynamic cybersecurity internship, I bring a unique skill set developed through hands-on experiences at both UCR and Staples. Committed to swift learning, collaborative problem-solving, and contributing to a team environment, I aspire to grow into an entry-level analyst role, driven by my passion for ensuring the safety and security of digital landscapes.

Authorized to work in the US for any employer

## Work Experience

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### Customer Service Representative

Rapid Response Monitoring-Corona, CA

May 2024 to Present

- Built rapport with customers through active listening, empathy, and personalized interactions
- Managed a high volume of incoming calls as well as outbound calls
- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Developed strong problem-solving skills through analyzing complex situations quickly while maintaining composure under pressure
- Served as a liaison between customers and other departments such as sales or technical support to ensure seamless communication
- Ensured speedy emergency dispatch in the protection of life and property.

### Unarmed Security Officer

Securitas-Corona, CA

March 2022 to April 2024

- Proactive Incident Handling: Empowered to take decisive action within established regulations and protocols to effectively handle incidents, ensuring a prompt and secure resolution.
- Conflict Resolution Expertise: Applied strong conflict resolution skills to de-escalate situations and maintain a safe environment for healthcare staff and visitors.
- Risk Identification: Developed a keen eye for identifying potential risks, implementing preventive measures, and contributing to the overall security of the facility.
- Vigilant Surveillance: Maintained a detail-oriented approach to surveillance, effectively preventing security breaches and unauthorized access.

- Collaborative Team Player: Collaborated seamlessly with security teams, contributing to a supportive atmosphere and enhancing the overall effectiveness of security operations.

## **Easy Tech Sales Associate**

Staples-Riverside, CA

June 2020 to March 2022

- Customer-Focused Solutions: Guided customers to optimal technology solutions by understanding their needs and recommending suitable products.
- Technical Problem-Solving: Actively contributed to diagnosing and resolving technical problems, showcasing hands-on troubleshooting expertise.
- Sales and Service Excellence: Provided excellent customer service, demonstrating a deep understanding of computer and technology products.
- Consistent High Sales Performance: Achieved high sales baskets consistently, meeting and exceeding established metrics.
- Inventory Management: Assisted with inventory tasks, ensuring sufficient stock on the floor to meet customer demands.
- Sales Guidance: Effectively guided customers through the sales process, ensuring a seamless and positive experience.
- Efficient Returns Handling: Managed returns efficiently with oversight, preventing losses to the store and maintaining customer satisfaction.
- Collaborative Team Contributor: Worked cohesively with team members to achieve sales targets and ensure a positive customer experience.
- Product Knowledge: Acquired in-depth knowledge of various computer and technology products, facilitating informed and confident customer interactions.

## **Education**

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### **Bachelor's in Information Security**

Southern New Hampshire University - Riverside, CA

July 2023 to Present

### **Some College Years in Computer Engineering**

UC Riverside - Riverside, CA

August 2018 to September 2021

## **Skills**

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- Retail sales (2 years)
- Customer service (2 years)
- Java
- Writing Skills (10+ years)
- Security (1 year)
- Data Analysis Skills (4 years)
- C/C++ (8 years)
- Filing (1 year)
- Data Entry (2 years)
- Microsoft Office (5 years)
- Ruby (3 years)

- Git
- Python (2 years)
- Assembly

## Languages

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- English - Expert
- Tagalog - Beginner
- Chinese - Beginner

## Certifications and Licenses

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### **Guard Card**

April 2022 to April 2026

This BSIS license certifies that I am licensed in the State of California to work as an unarmed Security Guard.