Maximilian Jacob

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WORK EXPERIENCE

Geek Squad   Sep. 2020 – Feb 2021
Consultant Agent   *Brick, NJ*
- Promoted and educated clients on Geek Squad services and memberships.
- Conducted efficient troubleshooting and repair of client devices during twenty-minute appointments.
- Accurately checked-in and checked-out devices requiring hardware fixes.
- Set up new computers for clients, configuring systems and ensuring optimal functionality.
- Ensured safe storage of sensitive client information to prevent identity theft and fraud.

Best Buy   Sep. 2019 – Mar. 2020
Sales Associate   *Brick, NJ*
- Provided exceptional customer service by actively listening to customers' tech needs and offering assistance.
- Educated customers on the latest software and hardware to help them find the right computer, tablet, or accessories to fit their needs.
- Demonstrated expertise in opening preferred memberships within Best Buy to enhance customer satisfaction and increase company revenue.

Jenkinson's Beach   *Seasonal Employment* May 2015 – Sep. 2023
Assistant Manager   *Point Pleasant Beach, NJ*
- Responsible for opening, closing, and maintaining the beach, including garbage extraction, transportation of other employees, movement of money, and general security/customer service.
- Trained new employees and ensured a properly functioning work environment.

EDUCATION

New Jersey Institute of Technology   Dec. 2023
BS, Information Technology   *Newark, NJ*
- Network and Information Security Specialization   Overall **GPA**: **3.903**

PERSONAL PROJECTS

Ubuntu Home Server   Sep. 2019 – Present
- Proficient Cybersecurity measures such as SSH keys, automated updates, and password managers.
- Skilled in configuring networks and firewalls for incoming traffic on machine specific ports.
- Experienced in deployment of OpenVPN and multiple Game Servers via Command-Line Interface.

Raspberry Pi Stream Deck   Nov. 2021 – Dec. 2021
- Created StreamPi, a streaming deck using Raspberry Pi 4 and a 5'' touchscreen (Runs Raspbian OS).
- Configured to assign hotkeys such as program opening, zooming, and muting the microphone on a PC.
- Designed and 3D printed a custom case for the touchscreen.

SKILLS & INTERESTS

- **Skills:** UNIX based systems (Ubuntu, Kali, CentOS, Raspbian, Android), Server Hosting, Network Configuration, PC Building, Software and Hardware Troubleshooting, Java, BASH, PHP, Python, Social Skills, Microsoft Excel, PPT presentation.
- **Interests:** Music Production, DJing, Powerlifting, Fitness, Meal Prep, PC Gaming, 3D Printing