

# Terry Jones II

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## PERSONAL SUMMARY

Cybersecurity student and detail-oriented professional with a strong foundation in technical troubleshooting and systems analysis. Transitioning from a background in customer service and digital design to focus on securing network infrastructures and data integrity. Proven ability to master complex software and apply innovative problem-solving to mitigate technical risks and enhance user system security.

## TECHNICAL SKILLS

- Root Cause Analysis
- Empathy & Active Listening
- Hardware Troubleshooting
- Task Prioritization

## PROFICIENCY IN

- Wireshark
- Snort
- AWS
- Power BI
- SQL
- Qlik
- Python
- HTML
- Excel
- Adobe Creative Cloud
- Adobe XD
- Figma

## EDUCATION

Associate of Science – May. 2025

**General Studies**, Collin College, Wylie TX

Associate of Applied Science – Expected May. 2026

**Information Systems Cybersecurity**, GPA 3.63, Collin College, Wylie TX

Bachelor of Applied Technology – Expected Dec. 2027

**Cybersecurity**, Collin College, Wylie TX

## CERTIFICATIONS

[Certified in Cybersecurity](#) 2026

[Coursera Google UX Design](#) 2022

## PROJECT EXPERIENCE

### Network Infrastructure Hardening (CCNA)

- Orchestrated Cisco rack-mount installations, cabling, and initial console configurations for ISR routers and 2960 switches.
- Minimized entry points by disabling unused ports and implementing Sticky MAC Port Security to prevent unauthorized hardware access.
- Configured DHCP Snooping and Dynamic ARP Inspection (DAI) to defend against MitM and ARP poisoning exploits.
- Mitigated VLAN Hopping by disabling DTP and secured remote access by enforcing SSH v2 over insecure Telnet.

## EXPERIENCE

### Agency Ops Tech, State Farm, March 2023-Current

- Handle inbound calls for agents and agent team members
- Provide personalized, caring, and straightforward support to callers
- Specialize in Marketing, ECRM, Convention and Travel, and Licensing call types
- Consistently exceed company metric goals by 16%
- Provide constructive feedback and creative solutions to enhance internal policies and practices
- Develop creative and innovative strategies for managing business partners, leading to enhanced call handling techniques and improved communication efficiency

### UX Designer, 2<sup>nd</sup> Gen Designs, January 2022-Current

- Design and implement the entire user interface and oversee the launch of website
- Work with customers, the technology team, and subject matter experts to identify site requirements and understand user needs, with a focus on creativity and effective use of color
- Establish clear project goals and objectives, ensuring they are achievable within specified project deadlines

**Operations Manager**, T-Mobile, October 2018-2022

- Experienced Manager with a focus on maximizing agent performance through behavior analysis and individualized coaching, driving service excellence by identifying performance gaps and implementing targeted coaching strategies
- Successfully led and motivated a team of 4-5 supervisors, 40–55 customer care representatives, managing daily operations, escalations, scheduling, and performance
- Reviewed quality assurance by evaluating calls and participating in weekly global calibration sessions
- Fostered agent development through ongoing training, behavioral analysis, and regular KPI reviews
- Demonstrated a strong background in customer service, technical support, conflict resolution, and employee engagement

**Quality Analyst**, Samsung, October 2013-2018

- Dedicated analyst specializing in high-volume data and behavioral diagnostics to optimize service standards and minimize data redundancy.
- Audited high-volume call data and led weekly global calibration sessions to ensure international service alignment.
- Boosted agent KPIs through targeted behavioral analysis, technical training, and consistent performance reviews.
- Analyzed large datasets to identify trends and minimize saturation, converting raw data into actionable insights.
- Resolved complex technical escalations and conflicts, maintaining high standards for customer satisfaction and employee engagement.

**LEADERSHIP AND ACTIVITIES**

Phi Theta Kappa Honors Society  
African American Forum  
Woman and Technology