

Adam Duckworth

<https://mradamduckworth.com> // adam@mradamduckworth.com

Skills

- HTML/CSS
- WordPress
- Salesforce
- Mac/PC
- Linux
- Server Management
- CPanel
- VMWare
- NIST 800-53 v5
- MITRE ATT&CK
- Research
- Writing
- Active Listening
- Multitasking
- Problem Solving
- Phone Etiquette

Education

Full Sail University

Bachelor of Science

10/2021 - Present

Cybersecurity

Master of Arts

Public Relations

9/2013 - 9/2014

Salutatorian

Southeastern University

Bachelor of Science

Pastoral Ministry

8/2001 - 5/2004

Professional Experience

Website Administrator, *Freelance*

Winter Park, FL

2014-Present

- Create websites for various clients using the WordPress Content Management System
- Knowledgeable in HTML, CPanel, and professional CMS themes such as the Divi design framework

Admissions/Grad Success, *Full Sail University*

Winter Park, FL

June, 2016-Present

- Create relationships with potential students and educate them on our degree programs, its expected outcomes, and our student services
- Recommend students to take the next step when they have determined to be a strong candidate for admissions

Support Specialist, *Full Sail University*

Winter Park, FL

March, 2016-June, 2016

- Actively engaged callers to assess which department would best service their needs and connected them with the appropriate department
- Served as an ambassador of Full Sail University while embracing its vision and educational model to provide excellent customer service

Customer Service Advisor, *Asurion*

Crestview, FL

2012 - 2014

- Provided over the phone technical support for DirecTV Customers
- Scheduled in-home visits with technical service representatives if issue was not immediately resolved

