

D'andre Singletary, SOC Analyst | Google Cybersecurity Certified

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LINKS

[Linkedin](#), [Extern Portfolio](#)

PROFESSIONAL SUMMARY

Results-driven cybersecurity professional with a foundation in security monitoring, threat detection, and incident triage, reinforced by Per Scholas Cybersecurity training and a Google Cybersecurity Certificate. Brings 5+ years of high-volume customer-facing experience with a proven ability to communicate technical findings to non-technical stakeholders — a critical edge in SOC and security operations environments.

EMPLOYMENT HISTORY

Aug 2026 — Nov 2026

Cybersecurity Trainee , Per Scholas Cybersecurity Program

Remote

Security Operations & Network Defense

- Configured and analyzed security events using Splunk SIEM, ingesting log sources and writing search queries to identify indicators of compromise (IOCs) and anomalous activity.
- Performed network traffic analysis using Wireshark, capturing and interpreting packet data to identify suspicious communications and protocol anomalies.
- Conducted vulnerability assessments using Nessus in a lab environment, identifying and prioritizing remediation of system vulnerabilities based on CVSS scoring.
- Applied NIST Cybersecurity Framework (CSF) and MITRE ATT&CK to map threat actor tactics, techniques, and procedures (TTPs) during simulated incident response exercises.

Sept 2022 — Aug 2026

Sales Representative, T-Mobile

Pembroke, NC

Technical Support & Customer Resolution

- Diagnosed and resolved software, device configuration, and connectivity issues for customers, applying structured troubleshooting methodologies to identify root causes and reduce repeat contacts.
- Documented recurring technical issues and escalated unresolved cases to Tier 2 support, maintaining accurate records aligned with service resolution workflows.
- Consulted customers on device security settings, account access controls, and data protection best practices — translating technical concepts into plain language for non-technical users.

Sales Operations & CRM

- Drove revenue through consultative sales of wireless devices and services, consistently meeting and exceeding KPI targets across account activations and upgrades.
- Expanded account value through upgrades, add-a-lines, and tailored service recommendations aligned to customer needs and sales KPIs.

Aug 2021 — Sept 2022

Sales Representative, AT&T

Knightdale, NC

Sales Achievements

- Achieved 150% of sales quota and ranked among top performers in new account activations in high-volume D2C field sales.
 - Prospected residential communities for AT&T Fiber opportunities, converting qualified customers into new accounts.
 - Earned district-level recognition including Top 10 – Entertainment, Top 10 – District Sales, and Rookie of the Month.
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EDUCATION

Aug 2026 — Present

CompTIA CySA+ | Splunk, Per Scholas Cybersecurity Training Program

Remote

Cybersecurity Analyst Trainee

- Administered Linux command-line environments, performing file system navigation, user/permission management, and log review using Bash.
- Configured firewall rules and access control policies in a virtual lab environment, enforcing least-privilege principles and network segmentation.
- Analyzed phishing email samples and malicious URLs, identifying social engineering indicators and escalating findings using structured triage workflow

Jan 2025 — May 2026

B.S. in Business Administration, Marketing, University of North Carolina at Pembroke

Pembroke

Academic & Professional Involvement

- Cyber Defense Club — Member
- Economics & Analytics Club — Treasurer
- Coursework and extracurricular involvement emphasizing cybersecurity, analytics, business strategy, and technology.

Jan 2023 — May 2024

Associate in Arts, Wake Technical Community College

Raleigh

Leadership & Campus Involvement

- Math Club — Member
- Student Government Association — Senator

Jan 2023 — May 2024

Associates in Science, Wake Technical Community College

Raleigh

Leadership & Campus Involvement

- Math Club — Member
- Student Government Association — Senator

SKILLS	Cybersecurity	Beginner	Consumer Behavior	Experienced
	Data Analysis	Skillful	Sales & Customer Experience	Experienced
	Marketing	Skillful		