Du Sable Ross

Katy, TX | (832) 951-8907 | duross5379@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented computer science student with hands-on experience in troubleshooting POS systems, resolving technical issues, and maintaining operational workflows in high-volume environments. Skilled in basic networking, Windows and Linux systems, leadership, and technical problem-solving.

EDUCATION

Western Governors University – Bachelor of Science in Cybersecurity and Information Assurance

Expected Graduation: 2027

Lone Star College – CyFair – Associate Degree (Completed), Focus: Cybersecurity / IT Foundations (3.8 GPA)

PROFESSIONAL EXPERIENCE

Joe V's Smart Shop – Front End POS Support (Katy, TX) (2024–Present)

Provide POS system support in a high-volume retail environment, troubleshooting hardware, software, and transaction issues to maintain efficient checkout operations.

• Troubleshoot POS systems, resolving payment errors, scanning issues, and pricing discrepancies

• Support POS hardware (barcode scanners, receipt printers, card readers) to minimize downtime

• Escalate technical and network issues to IT support for timely resolution

• Maintain accurate transaction data and system performance

Raising Cane's – Assistant Manager (Houston, TX) (2022)

- Oversaw shift operations and troubleshot POS system issues, minimizing service disruptions in a high-volume environment.
- Resolved register and transaction errors, maintaining system accuracy and smooth customer service.

- Coordinated team workflow during peak hours, improving operational efficiency and service continuity.

PROJECTS

Home Cybersecurity Lab

- Built an isolated lab using Windows and Linux virtual machines to simulate enterprise environments, enabling hands-on security testing and system administration practice.
- Implemented user account controls, file permissions, and system hardening measures, strengthening understanding of access control and operating system security.
- Simulated common attack scenarios within the lab environment, analyzing system behavior to develop foundational threat detection and defensive response skills.

Virtual Network Environment

- Designed a multi-VM virtual network with custom IP addressing to replicate real-world network architecture and practice connectivity troubleshooting.
- Configured basic firewall rules and tested network communication using command-line tools (ping, ipconfig, ifconfig), reinforcing understanding of network traffic flow and access control enforcement.

Technical Troubleshooting Documentation

- Developed structured troubleshooting documentation for Windows and Linux system issues, improving repeatability and efficiency of technical problem resolution.
- Created step-by-step remediation workflows, strengthening technical documentation practices used in IT support and security operations environments.

TECHNICAL SKILLS

- Cybersecurity & Networking: TCP/IP fundamentals, basic subnetting, security principles, risk awareness
- Operating Systems: Windows 10/11, Linux (command line fundamentals)
- IT Support: Hardware/software troubleshooting, system configuration, POS diagnostics
- Tools: Microsoft Office, Google Workspace, Windows Command Prompt, Linux Terminal, Virtual Machines