JOYCE THOMPSON

thompsonja252@gmail.com 984-397-6830 Zebulon, NC linkedin.com/in/thompson-joyce

github.com/ndngal143/red-team-email-generator-482

Professional Summary

IT Support and Cybersecurity professional with a B.S. in Cyber Security and Minor in Computer Science, technical support experience, and a strong background in troubleshooting, problem resolution, customer service, documentation, and computer systems. Hands-on experience with Windows, Windows Server, Linux/Ubuntu, virtual machines, TCP/IP, DNS, DHCP, Microsoft Office, Excel, PowerShell, Google Cloud, and technical applications. Experienced gathering information from users, investigating problems, identifying root causes, documenting resolutions, escalating issues, and collaborating with technical and cross-functional teams. Strong background supporting high-volume operations and users in regulated environments.

Professional Experience

Production Technician, *BRIDGESTONE AMERICAS TIRE PLANT* 04/2026 – Present
Wilson, NC

- Troubleshoot equipment and process issues, applying corrective actions to minimize interruptions.
- Monitor automated production systems for abnormal conditions requiring resolution or escalation.
- Document problems, findings, corrective actions, and process information per established procedures.
- Collaborate with engineering, maintenance, quality, and production teams to resolve technical issues.
- Follow technical procedures, SOPs, work instructions, and safety requirements.
- Communicate technical and operational issues to support timely resolution.
- Maintain technical and operational documentation using computer systems and Microsoft Excel.
- Train employees on procedures, equipment processes, and operational practices.
- Use root-cause analysis and Lean Six Sigma techniques to improve reliability.

Client servicing specialist, *Truist* 08/2025 – 04/2026
Client Servicing Specialist | August 2025 – April 2026 Wilson, Nc

- Managed ~50 customer interactions daily, troubleshooting issues, gathering information, and providing timely resolutions.
- Investigated problems, identified root causes, and escalated complex issues to appropriate teams.
- Documented customer interactions, issues, resolutions, and follow-up activities accurately.
- Used Microsoft Office, Excel, email, and computer systems to manage customer information and daily tasks.
- Collaborated with cross-functional teams while maintaining confidentiality, accuracy, and service standards.

Lead Production Technician, *BRIDGESTONE AMERICAS TIRE PLANT* 10/2014 – 01/2025
Wilson, NC

Technical Support Agent, *WEST CORPORATION* 08/2011 – 10/2014

- Provided technical and customer support to users experiencing technology-related questions and problems.
- Gathered information from users to understand reported problems and determine appropriate troubleshooting steps.
- Guided users through diagnostic and troubleshooting procedures using clear, easy-to-understand instructions.
- Identified potential causes of reported issues and worked toward appropriate technical resolutions.
- Prioritized multiple incoming customer requests while maintaining professionalism, accuracy, and service-quality standards.
- Documented customer interactions, reported issues, troubleshooting activities, and resolutions according to established procedures.
- Escalated complex or unresolved technical issues to appropriate support personnel.
- Communicated technical information clearly to users with varying levels of technical knowledge.

Education

Bachelor of Science in Cyber Security | Minor in Computer Science, 05/2026
Fayetteville State University Fayetteville, NC
GPA: 3.26 Relevant Coursework: Operating Systems | Network Security | Cloud Computing | Cloud & Web Security | Digital Forensics | Penetration Testing & Ethical Hacking | Data Fundamentals in Azure | Database Concepts | Information Systems

Technical Skills

IT Support
End-User Support | Technical Support | Troubleshooting | Issue Resolution | Problem Identification | Incident Documentation | User Assistance | Technical Documentation

Networking
TCP/IP | DNS | DHCP | Network Troubleshooting | Wireless Networking Fundamentals | Network Security

Systems & Cloud
Google Cloud Platform | Azure Fundamentals | Computer Systems | Cloud Virtual Machines | Command Line/Terminal

Security
Access Control | Network Security | Threat Detection | Vulnerability Assessment | Digital Forensics | Incident Response Concepts

Operating Systems
Windows | Windows Server | Linux | Ubuntu | Virtual Machines

Microsoft & Business Applications
Microsoft Office | Microsoft Excel | Email & Computer Systems | Business Applications

Programming & Scripting
Python | SQL | PowerShell

Professional
Customer Service | Root Cause Analysis | Problem Solving | Technical Documentation | User Training | Cross-Functional Collaboration | SOPs

Technical Project

AI-Powered Phishing Awareness Simulation Platform, *Senior Capstone Project*

- Designed and developed a defensive cybersecurity application using Python, Django/Django REST Framework, Google Cloud, Git/GitHub, Ubuntu Linux, and Windows virtual machines.
- Deployed and tested application components in Google Cloud virtual machine environments.
- Used Linux command-line tools for application development, configuration, testing, and troubleshooting.
- Investigated application problems, tested functionality, tracked issues, and documented technical findings and resolutions.
- Implemented logging, secure input handling, and testing practices to improve application reliability.
- Used Git/GitHub for version control, issue tracking, and collaborative development.
- Created technical documentation describing application functionality, testing procedures, and troubleshooting activities.

Certifications

- ISC2 Certified in Cybersecurity (CC)
- Lean Six Sigma Yellow Belt