

✦ TONI LEWIS ✦

ASPIRING CYBERSECURITY ANALYST

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✦ PROFESSIONAL SUMMARY

Cybersecurity-driven technologist turning early hands-on security work, including CyberPatriot competitions and PLTW coursework, into a deliberate career path. Combines IT support and ServiceNow/ITSM experience with an entrepreneurial track record co-founding GloFro LLC end to end, from brand to storefront to backend. Holds the IBM and ISC2 Cybersecurity Specialist Professional Certificate and is enrolled in OpenClassrooms' Cybersecurity Analyst Apprenticeship, working toward a master's degree in Cybersecurity. Looking for the employer partner and the door: the plan and the work are already in motion.

♥ SKILLS

Technical: ServiceNow admin & workflow support, ITSM principles, hardware/software/network troubleshooting, help desk ticketing & app support, technical documentation, data entry & database management, security incident monitoring, software installation & configuration, POS systems, Python/C#/SQL fundamentals, web design & SEO basics

Analytical & Project: Project coordination (Agile/Scrum), Jira (Kanban & Scrum), informal Rally exposure, data analysis for operational insights, process improvement, root-cause analysis, goal setting & decision-making

Interpersonal: Customer service (phone, email, in-person), conflict resolution, cross-department collaboration, social media & marketing

Languages: English (Native/Bilingual), Korean (Limited), French (Elementary), Mandarin (Elementary)

✦ EXPERIENCE

Beauty Consultant

JCPenney · Fairview, TX

- Maintain expert product knowledge across cosmetics, skincare, and fragrance lines through ongoing brand training and certification
- Apply makeup techniques and personalized looks to guide client purchase decisions and drive conversions
- Grow sales through SPIFF-incentivized promotions, live product demos, and proactive customer outreach
- Build and manage a clientele system to schedule appointments, track preferences, and drive repeat business
- Balance upselling with client budget and skin/health needs while driving credit card enrollment and event traffic as core performance metrics

Business Co-Founder & Webmaster

GloFro LLC · Princeton, TX

- Designed logo and brand identity, and built/maintained the online storefront, including layout, listings, and pricing
- Used web tools and AI to create marketing content and ads, increasing brand visibility
- Managed social media accounts and configured secure payment options for a smooth checkout experience

Student Assistant, Media Services

Texas Tech University · Lubbock, TX

- Administered a university-wide media equipment inventory system (Asset Panda), tracking asset status, availability, and usage data
- Analyzed inventory and checkout data to identify loss trends and refine equipment-use policies, reducing resource loss
- Provided front-line technical support and troubleshooting for hardware, software, and AV equipment across departments
- Maintained documentation and records for equipment condition, maintenance, and compliance with department policy

Administrative IT Assistant & Project Support

White Consulting · Plano, TX

- Provided administrative and clerical support for IT and project teams, including scheduling, correspondence, documentation control, and meeting coordination
- Tracked project timelines, tasks, and deliverables in ServiceNow to support Agile/Scrum workflows and keep cross-functional teams aligned
- Compiled and analyzed operational data to identify trends, flag risks, and support management decision-making through regular status reporting
- Maintained accurate client and project records across internal systems, ensuring data integrity for reporting and audits
- Served as a communication point between technical staff and management, escalating system and security issues, and delivering phone/email support within service-level expectations

Sales Associate

Macy's · Fairview, TX

- Built and maintained an active client book for a commission-based fragrance and beauty role, including direct outreach for presale events

- Coordinated product demos and client scheduling during frequent brand presale and launch events, earning commission and event-based incentives

Crew Member

McDonald's • McKinney, TX

- Followed Asset Protection policies to support inventory control and loss prevention
- Prepared food orders and handled cashier duties in a fast-paced environment

✦ PROJECTS

Melodybot

Mar 2026 – Present

Discord-style music bot for Fluxer (open-source messaging app); bot architecture, command handling, and audio playback. Node.js/JavaScript.

Local Password & Notes Manager

Aug 2025 – Present

In-development local password and notes manager with search, categorization, and encrypted storage.

GloFro Shopify

Dec 2023 – May 2024

Logo and web design for GloFro Hair's Shopify storefront.

✦ EDUCATION

B.S., Computer Engineering

Expected May 2027

Texas Tech University • Lubbock, TX

A.S., Computer Science & Programming

May 2025

Collin College • Plano, TX

PLTW Cybersecurity Coursework

Ritenour School District • MO

Windows/Linux/VMware, Cisco Networking Academy; CyberPatriot regional competitor

High School Diploma

June 2019

Plano Senior High School • Plano, TX

DECA, member

♥ CERTIFICATIONS & TRAINING

IBM and ISC2 Cybersecurity Specialist — Professional Certificate

Aug 2026

Coursera

Verify: coursera.org/verify/professional-cert/YIJFWD7GF3YZ

Foundational C# with Microsoft

2023

freeCodeCamp

Cybersecurity Analyst Apprenticeship

Enrolled, Aug 2026 start

OpenClassrooms

DOL-recognized apprenticeship leading to an M.S. in Cybersecurity (WSCUC-accredited); includes CompTIA Security+ exam voucher

In Progress

IBM IT Project Manager • Python for Data Science & AI (IBM) • Microsoft Python Development

♥ VOLUNTEER

- Karen Hands Ministry • Monthly food & clothing outreach (2018–2019)
- Word at Shaw Church • Children's Ministry (2013, 2017)
- Ritenour H.S. Special Olympics • Student buddy support (2015–2016)
- Plano Sr. High, Interact Club • Member, then Historian (2018–2019)