

CRYSTAL BROCK

AI Systems Architect & Cybersecurity Professional

BS in Cybersecurity | AI Developer | Spanish - A2 Proficiency

PROFESSIONAL SUMMARY

Dynamic and direct communicator with a background in local AI development and cybersecurity; focused on architecting automated workflows that prioritize operational reliability and data sovereignty. Expert at translating complex technical logic into actionable business outcomes, specifically regarding agentic workflows and localized intelligence. Dedicated to eliminating system friction through proactive architecture and 'plain-speaking' stakeholder advisory.

SKILLS

Automation & Systems

- ❖ Agentic Workflow Design
- ❖ API Integration
- ❖ Webhooks
- ❖ Python and Bash-based Scripting
- ❖ IT Automation

Intelligence & Data

- ❖ Local LLM Deployment (Whisper, Piper, RAG)
- ❖ Agentic Workflow Design
- ❖ Scripting (Python, Bash)
- ❖ Basic SQL
- ❖ Qualitative & Quantitative Risk Analysis

Reliability & Security

- ❖ System/OS/Application Security
- ❖ Network Defense
- ❖ Operational Resilience
- ❖ Cybersecurity Maturity Assessment

EDUCATION

Southern New Hampshire University – *BS-Cybersecurity*

Summa Cum Laude, 3.972 GPA

- ❖ System Security
- ❖ OS Security
- ❖ IT Automation
- ❖ Application Security
- ❖ Enterprise Security

National Society of Leadership and Success (Sigma Alpha Pi) – *Advanced Leadership*

- ❖ DISC-Optimized Technical Leadership
- ❖ Iterative Problem-Solving & Implementation
- ❖ Strategic Resilience in Systems Architecture

Google Professional Certificate – *Python for Automation*

- ❖ Python
- ❖ SQL

Pulaski Technical College – *IT Systems*

North Little Rock, AR

- ❖ Cisco network routing
- ❖ COMPTIA A+ certification prep
- ❖ IT Essentials I and II

PROFESSIONAL ORGANIZATIONS

National Society of Leadership and Success (Sigma Alpha Pi)

- ❖ An invitation-only leadership society focused on strategic goal-setting and cross-functional collaboration, where I completed advanced training in systems thinking and DISC-based interpersonal management.

Alpha Sigma Lambda

- ❖ An honor society recognizing the academic excellence and leadership persistence of non-traditional students, awarded for maintaining a high GPA while balancing rigorous cybersecurity coursework with professional development.

EXPERIENCE

Professional Driver, Tractor-Trailer — *Various companies*

- ❖ Drive a tractor-trailer
- ❖ Deliver freight safely and on time
- ❖ Maintain compliance with all government regulations
- ❖ Operate proprietary computer systems for logistics and load tracking.
- ❖ Track and submit computerized requests for both preventative and emerging maintenance issues.

AT&T, Little Rock, AR — *Customer Service Agent*

- ❖ Navigate multiple proprietary systems to meet customer needs
- ❖ Follow all data security protocols and ensure customers' data is protected
- ❖ Provide introductory information to new customers
- ❖ Ensure that customers are satisfied with products or services
- ❖ Inform customers about additional products or services that may meet their needs
- ❖ Determine the quickest, most effective ways to answer a customer's questions or resolve their issue
- ❖ Escalate queries and concerns appropriately as necessary
- ❖ Troubleshoot common issues with customers' phones or service
- ❖ Work with a team of other CSRs and departments to find appropriate solutions to customer issues.