

CRYSTAL BROCK

Strategic Risk Advisor & Cybersecurity Specialist

BS in Cybersecurity | PMI-RMP Candidate | Spanish - A2 Proficiency

PROFESSIONAL SUMMARY

Dynamic and direct communicator with a background in Computer Science and a passion for risk analysis. Specializing in translating complex technical vulnerabilities into actionable business strategies. Seasoned professional with a proven track record of operational reliability and a strong foundation in Cybersecurity and Risk Management. Dedicated to compliance, proactive risk identification, and plain-speaking stakeholder advisory.

SKILLS

Strategic & Advisory

- ❖ Qualitative & Quantitative Risk Analysis
- ❖ Stakeholder Management
- ❖ Strategic Program Development
- ❖ Cybersecurity Maturity Assessment

Technical Foundations

- ❖ System Security
- ❖ Application Security
- ❖ OS Security
- ❖ Network Defense
- ❖ Scripting (Python, Bash)
- ❖ SOX, NIST, & COBIT Frameworks

Languages

- ❖ English - Native
- ❖ Spanish - A2 Proficiency

EDUCATION

Southern New Hampshire University – *BS-Cybersecurity*

Summa Cum Laude - 3.972 GPA

- ❖ Security Auditing
- ❖ Enterprise Risk Management
- ❖ SOX, NIST, & COBIT Frameworks
- ❖ IT Automation
- ❖ Application, Network, and OS 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.