

Almecia Jones

IT Support | Networking | Cybersecurity | Computer Support | Fire Science Technology

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📍 Douglasville, GA



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Indeed: Almecia Jones

PEOPLE | PROBLEM SOLVER | TECH ENTHUSIAST | ALWAYS LEARNING | READY TO MAKE AN IMPACT



PROFESSIONAL SUMMARY

Versatile and motivated professional with a degree in Cybersecurity, Networking, Computer Programming, Computer Support, and Fire Science Technology. Seeking an entry-level opportunity in IT support, networking, systems administration, or cybersecurity operations. Offers a strong foundation in troubleshooting, computer support, networking fundamentals, and security tools, along with beginner-level programming exposure in SQL, Python, C#, HTML, CSS, and Java. Brings 10+ years of customer service, operations, and leadership experience, including Certified Relief Manager and Rockstar Cook roles at Waffle House. Known for adaptability, problem-solving, and thriving in fast-paced environments. SERVSafe Certified.



EDUCATION

West Central Technical College – Douglasville, GA

Aug 2023 – Present

- A.A.S., Cybersecurity / Networking Specialist / Computer Support Specialist / Computer Programming
- A.A.S., Fire Science Technology

Douglas County High School – Douglasville, GA

May 2007

- High School Diploma



CERTIFICATIONS

- PC Repair and Network Technician
- Help Desk Specialist
- Java Programmer
- C# Programmer
- Cybersecurity
- Cybersecurity Fundamentals
- SERVSafe Certified



TECHNICAL SKILLS

IT Support

Networking

Cybersecurity

Programming

Tools

Professional Strengths

- Hardware and software troubleshooting, system maintenance, help desk support, Windows, Linux
- LAN/WAN concepts, IP addressing, subnetting, firewall rules, basic router and switch configuration
- Security principles, access control, vulnerability scanning, Wireshark, Zenmap, pfsense
- SQL, Python, C#, HTML, CSS, Java
- Microsoft Office Suite, POS systems, inventory software, dispatch software
- Leadership, problem-solving, teamwork, conflict resolution, training and mentoring



PROJECTS & COURSEWORK

- **IT Help Desk Simulation:** Resolved user account, printer setup, and connectivity issues in lab-based support scenarios.
- **Firewall & Security Lab:** Configured a pfsense firewall with IDS/IPS features and VPN access.
- **Networking Project:** Designed and configured a small LAN, including IP addressing and subnetting.
- **Programming Practice:** Built simple SQL queries, Python scripts, beginner C# applications, and responsive HTML/CSS web pages.



PROFESSIONAL EXPERIENCE

Waffle House – Douglasville, GA

Feb 2023 – Present

Server / Master Grill Operator

- Delivered excellent customer service in a fast-paced, high-volume environment.
- Trained new employees in food preparation, safety procedures, and daily operations.
- Prepared and grilled food items to perfection while maintaining quality and safety standards.
- Handled POS transactions and cash payments with accuracy.
- Assisted with daily kitchen operations and collaborated with team members to keep operations running smoothly.

Uniform Advantage – Lithia Springs, GA

Sep 2021 – Aug 2022

Inventory Control Specialist

- Managed daily stock movement, adjustments, and product records to ensure accurate inventory levels.
- Performed monthly cycle counts and analyzed inventory discrepancies.
- Created and updated inventory reports for management and tracked product movement and sales.
- Developed and implemented inventory control processes to improve accuracy and efficiency.

Waffle House – Douglasville, GA

Jul 2021 – Nov 2021

Server / Grill Operator

- Provided customer service and food preparation in a high-volume restaurant environment.
- Maintained food safety and quality standards while managing multiple customer orders.
- Processed POS transactions and supported daily operations.

DDS Medical Delivery Service –

Jun 2019 – Mar 2021

New York / Remote

Medical Dispatcher

- Utilized computer software to enter data, track dispatch information, and generate reports.
- Responded to customer inquiries and complaints while maintaining accurate records of calls and dispatch activities.
- Oversaw deliveries, scheduled routes, and maintained contracts.

Waffle House – Sidney, OH

Jun 2015 – Mar 2019

Server / Grill Operator

- Provided customer service and food preparation in a high-volume environment.
- Maintained food quality and safety standards while managing customer orders.
- Supported POS transactions and daily restaurant operations.

McDonald's – Douglasville, GA

Mar 2008 – May 2015

Certified Swing Manager

- Supervised and led teams in a fast-paced, high-volume environment.
- Managed scheduling, training, and daily operations.
- Implemented cost-control measures, reducing expenses by 10%.
- Resolved customer concerns, improved satisfaction and retention, and maintained safety, cleanliness, and product quality.
- Developed and implemented operational policies and procedures.

"Continuous Growth. A Safer Tomorrow. A Stronger Me."