



JOSHUA LAW

About

Tech-savvy Information Technology student on the path to a Bachelor of Science degree at Tulane University, graduating in 2026. Focused on cybersecurity, I bring a solid academic foundation in cybersecurity principles, networking, and IT security protocols. Proactive and detail-oriented, I'm eager to apply theoretical knowledge to real-world challenges.

Education

Bachelor of Science Candidate

Tulane University
2022 - Current

Major: Information Technology

Degree Concentration:

- Cyber Security

Core Qualifications

- Strong knowledge of injury prevention
- Excellent communication skills
- Attention to detail
- Ability to collaborate effectively
- Providing high-quality care
- Customer Service
- Account Management
- Staff Development
- Interpersonal Communication
- Conflict Resolution & De-escalation
- Team Leadership

Experience

Supervisor (Remote)

Advantix Solutions / Frisco, TX

Aug 2019 - Current

- Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions.
- Resolved challenging customer complaints to full satisfaction by promoting brand loyalty and maximizing repeat business.
- Built strong relationships with customers through positive attitude and attentive response.
- Monitored 10+ team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Evaluated employee skills and knowledge regularly training, and mentoring individuals with lagging skills.

Security Officer

Texas A&M-Texarkana / Texarkana, TX

Feb 2017 – May 2019

- Monitored and authorized entrance and departure of vehicles, cargo trucks, and visitors.
- Oversaw daily monitoring and patrolled buildings, grounds, and work sites.
- Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- Gathers information, identified, and implemented resolution, planned follow up and logged and filed incident reports to successfully manage complaints.
- Wrote detailed reports on property damage, theft, presence of unauthorized persons and unusual incidences.
- Protected/supervised over 2,000 facility, students and property guests by regularly circulating premises and monitoring surveillance feeds.
- Ensuring a quick response in the event of a security, medical or mechanical emergency.