**Torry Hall**

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**EDUCATION**

Associate Degree- Business Management University of Phoenix 11/2018

Associate Degree- Electrical & Electrical Engineering ITT Technical Institute 09/2016
DevOps Pathway Intellectual Point 04/2023

**CERTIFICATIONS**

CompTIA Security+

Google Cybersecurity Professional Certification

Certified Ethical Hacker

Splunk Core User

**EXPERIENCE**

**Southern Glazer's Wine & Spirits, Las Vegas, NV 05/2022 – Present**

**Route Delivery Driver:** Obtain required documentation to organize deliveries and safely transport and unload products. Communicate with customers and resolve any concerns to ensure outstanding service.

***Ensured efficient and accurate product delivery using strategic route planning and organization***

* Planned delivery routes to optimize time and fuel efficiency
* Identified and reported any vehicle issues according to DOT requirements
* Demonstrated attention to detail in product handling and unloading according to customer specifications

***Fostered exceptional client interactions with personalized approaches and clear communication***

* Listened to customer concerns to understand needs and build rapport
* Used clear language to convey information and address concerns
* Resolved customer inquiries to improve customer satisfaction

***Demonstrated commitment to safe driving by adhering to rigorous safety procedures***

* Adhered to established safety protocols, including seatbelt usage, speed limits, and signaling
* Conducted pre- and post-trip inspections to address potential vehicle issues
* Practiced defensive driving techniques, such as maintaining safe distances and anticipating potential hazards

**Republic Services, Las Vegas, NV 04/2021 – 05/2022**

**Route Delivery Driver:** Operated truck to service customers along designated routes. Managed controls in accordance with safety policies to lift and load waste, operate compactor, and dispose of collected material at designated facility.

***Streamlined collection operations by identifying defective materials***

* Conducted inspections of waste containers to identify those deemed unsatisfactory
* Followed established departmental procedures to categorize and tag unsatisfactory waste containers
* Reported issues to management to ensure optimal waste management process

***Optimized waste disposal processes by implementing proactive maintenance measures***

* Monitored vehicle to identify issues
* Addressed maintenance needs, such as waste residue cleaning during disposal trips, to minimize downtime
* Ensured continuous vehicle functionality through proactive maintenance practices

**R&L Carriers, Las Vegas, NV 09/2020 – 04/2021**

**Route Delivery Driver:** Managed truck operations, deliveries, and customer interactions. Addressed concerns through effective communication. Demonstrated responsible equipment handling through adherence to safety procedures

***Improved deliveries and operations efficiency using major programs and projects***

* Planned and implemented major programs and projects within specified timelines
* Ensured stakeholders were well-informed about progress, challenges, and achievements of projects
* Managed allocation of resources to optimize efficiency, save costs, and achieve project objectives
* **Other Relevant Experience**
* **United States Army**, Motor Transport Operator **2010 - 2014**

**SKILLS AND TECHNOLOGIES**

Information Security Management, Network Configuration, Policy Compliance ,Technical Proficiency, Network Security, Cybersecurity Fundamentals, Collaboration, Communication, Data Collection, Risk Management Framework, Problem-Solving, Troubleshooting, Cloud Security, Penetration Testing, IDS/IPS, Splunk, Data Analysis, Scripting and Automation