

Joseph W. Janssens IV

5964 Turnabout Ln, Apt. 8, Columbia MD 21044

Professional Summary

CompTIA Security+ Certified professional with a Business Administration degree and 5+ years of experience in high volume operations. Proven expertise in Shift Management and Conflict Resolution, with a strong technical foundation in Active Directory, Network Auditing, and Incident Response. Highly reliable and adaptable, with a track record of maintaining 100% accuracy in fast-paced, remote, and logistics environments.

Certifications

- CompTIA Security+ (SY0-701) Verification Code: fe9c78b2752446928926c8fc2e984293

Skills and Abilities

Operations:

- Remote Systems & Communications.
- Data Integrity & CRM Management.
- Operational Compliance & Auditing.
- Workflow Optimization.

Technical:

- Network Security: TLS 1.2/1.3, Encryption Protocols.
- Identity & Access Management: Active Directory, Multi-Factor Authentication (MFA).
- Threat Management: Malware Analysis, Incident Response Frameworks.

Soft Skills:

- Conflict Resolution & De-escalation.
- Critical Thinking & Problem Solving.
- Technical Communication.
- Time Management & Adaptability.

Experience

American Red Cross | TR I (remote) | July 2022- December 2024

- Manage high-volume outbound/inbound scheduling, handling sensitive donor data in compliance with HIPAA requirements.
- Coordinate complex donor schedules using proprietary database systems.
- Consistently met or exceeded recruitment targets in a remote, self-managed environment.

Ushud.com | Service Manager (remote) | Feb 2022- July 2022

- Data Management & Team Leadership: Managed sensitive real estate referral data, and coached junior staff members.

CVS Pharmacy | Shift Supervisor | Jan 2020- Feb 2022

- Supervised sales floor operations and conducted daily financial and security audits to ensure operational compliance.
- Managed inventory, vendor orders, and compliance checklists under tight deadlines.

Education

Anne Arundel Community College | Associate of Science in Business Administration

- GPA: 3.5 (Honors List) | Phi Theta Kappa Honors Society Member