

JEREMY REED

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www.linkedin.com/in/jeremy-reed-ssm

SUMMARY

Business professional with over 20 years of experience in customer relations, management and business development. For the last 4 years I have focused on developing my knowledge and experience in current business technology. I hold certifications in network management, cyber security, and data analytics. I also have experience with Microsoft Azure, Microsoft 365, and Google workspace.

EDUCATION

Bachelor of Science in Marketing
University of New Orleans

WORK EXPERIENCE

Freedom Staffing

IT Support Specialist

Sept 2020 – Present

- Set up new network devices, update old software and hardware, and implement data security.
- Pull reports and analyze data to monitor project progress and device compliance.
- Familiar with Microsoft 365, Azure, Exchange, Active Directory, and MDM
- Prepare and present training material on available resources.
- Provide tier 2 end user support, documenting device issue, troubleshooting steps and solutions.

Ener Systems

Cyber Security Consultant

June 2019 – May 2020

- Visited clients and potential customers to discuss available business solutions, and cyber security concerns.
- Educated clients on cyber security best practices including NIST
- Provided on-site technical support to help maintain and upgrade company equipment and software.

Ray Brandt Hyundai

Internet Sales Manager

Nov 2017 – May 2019

- Utilized online tools to generate customer leads and increase monthly sales. Monthly sales increased by an average of 15%.
- Managed vehicle inventory ensuring vehicles are inspected, cleaned, and displayed properly.

Leson Chevrolet and Isuzu

Commercial Account Manager

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June 2010 – Oct 2017

- Developed and maintained relationships with customer including business executives, and stakeholders. Generating 20% - 25% of annual sales
- Prepared sales reports detailing sales growth and projections.
- Facilitated 3-month training process for new sales representatives. Provided resources and guidance to help new representatives develop sales strategies and maintain customer relations.

COMMUNITY SERVICE

SCORE Mentors New Orleans Regional Chapter

Small Business Mentor (Oct 2015 – Present) [Chapter Chair (Oct 2017 – Oct 2020)]

- Develop and provide training to early-stage entrepreneurs and business owners.
- Provide 1on1 mentoring to provide guidance and connect entrepreneurs to available resources and opportunities.
- Created and implemented successful marketing strategy increasing services provided per year by 35%.

CERTIFICATIONS

Certified SAFe 4 Scrum Master

Scaled Agile Inc

Issued February 2, 2020

CompTIA Network+ ce Certification

CompTIA

Issued May 5, 2020

CompTIA Sec+ ce Certification

CompTIA

Issued July 9, 2020

CompTIA CYSA+ Certification

CompTIA

Issued August 2022

Google Data Analytics

Coursera

Issued October 2022

Google Digital Marketing & E-Commerce

Coursera

Issued March 2023