**Tristan Parrish**

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**WORK EXPERIENCE**

**KnowBe4 Jul. 2024 – Present**

*Core Support Technician Tampa, FL*

* Achieved top ticket solves in support 2 months in a row.
* Obtained over 150 positive customer satisfaction reviews.
* Gained hands-on experience with Google Workspace, Entra, Active Directory and other environments.
* Gained hands-on experience troubleshooting mail server whitelisting and email delivery issues.
* Polished communication and soft skills

**Link Layout Sep. 2022 – Present**

*Freelance Website Developer Tampa, FL*

* Organized a B2B website design, development, and hosting business at [parrishdesign.com](https://parrishdesign.com/).
* Gained familiarity with HTML, CSS, Javascript, Typescript, React, TailwindCSS, and more.
* Collaborated with clients to convert design ideas into reality.
* Improved conversion and CTR on re-designed websites.

**Central Rock Gym Apr. 2023 – Jul. 2024**

*Social Media Manager & Staff Tampa, FL*

* Achieved the highest total number of member sign-ups in 2023.
* Grew the social media followers count over 70%.
* Increased accounts reached from ~30k/month to ~80k/month.
* Helped train new employees on processes & procedures.

**Camandras Feb. 2021 – Jul. 2024**

*Smart Home Technician Tampa, FL*

* Installed smart home devices in short term rental homes.
* Created guides to explain usage to tenants.
* Resolved technical issues with Wi-Fi and smart devices.

**EDUCATION**

**St. Petersburg College Expected Aug. 2025**

*Bachelors, Cybersecurity St. Petersburg, FL*

**St. Petersburg College July. 2023**

*Associate, Cybersecurity St. Petersburg, FL*

**CERTIFICATIONS, SKILLS & INTERESTS**

**Programming Languages:**

Python · JavaScript · TypeScript · HTML · CSS

**Frameworks & Libraries:**

React · Tailwind CSS · Node.js

**Tools & Platforms:**

Git · GitHub · Vercel · AWS · Azure · GCP · VMware · pfSense · Metasploit · Active Directory · Vite · Headless UI

**Certifications:**

CompTIA A+ · TestOut Security Pro · SPC Cybersecurity Certificate