

Joe Lipinski

Metro DC Area
Hello@JoeLipinski.com
www.JoeLipinski.com

Results-driven cybersecurity professional with over 9 years of experience in information assurance and technical support, complemented by leadership roles managing teams of up to 35 individuals. Proven track record of reducing support response times and improving customer satisfaction across multiple roles. Equipped with Security+, Network+, and other industry-relevant certifications, and currently pursuing a B.S. in Cybersecurity and Information Assurance. Skilled in Python, SQL, and penetration testing, with competition experience.

Work Experience

Customer Experience Leader | Guru.com

Pittsburgh, Pennsylvania (February 2018 — Present)

- Manages customer experience/support for over 3.5M users with phone, live chat, and email channels
- Develops and administers customer support team performance management programs, including tracking KPIs and reoccurring performance reviews
- Reduced customer support team response time from one hour to less than 15 minutes
- Leads customer retention effort; partners with site engineers and executives to resolve issues
- Manages the arbitration program and customer profile review program
- Performs administrative duties for CTO, CEO, and other executives
- Researches, plans, and oversees implementation and testing of new website features
- Developed branding strategies for use company-wide

Technical Expert | 🍏 Apple

Pittsburgh, Pennsylvania (June 2015 — February 2018)

- 9 out of 10 quarter periods, at least 90% of my customers rated their experience with me as a 5/5
- Received 3 Employee Recognition Awards for exceeding the expectations of my role
- Apple Certified iOS Technician (ACIT) with solid experience in iOS Repair
- Trained and coached over 20 employees
- Improved repair times for the entire store by 30 minutes by creating and implementing service strategies

Store Leader | Jo-Ann Fabrics & Crafts

Woodbridge, Virginia (August 2014 — May 2015)

- Improved customer service key performance indicators (KPIs) by as much as 20 points
- Led and developed over 35 team members, including hiring, scheduling, coaching, and development
- Responsible for over \$2M per year store revenue; exceeded sales results — both forecast and last year (LY) — by identifying and executing merchandising and customer experience opportunities

Senior Manager | Sur La Table

Arlington, Virginia (September 2012 — August 2014)

- Led the second-largest recreational culinary program in the United States
- Regularly outperformed revenue and payroll forecast by several percentage points
- Improved customer acquisition rates through targeted merchandise and service strategies
- Hired, led, and developed over 30 team members; drove increased results through performance management
- Promoted from Assistant Manager to Senior Manager in less than 8 months

Education

Western Governors University — Salt Lake City, UT

Bachelor of Science - Cybersecurity and Information Assurance (September 2024 — Present)

- National Honors Society Member - Order of the Shield & Sword
- Western Governors University Cyber Club Member

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Stratford University — Falls Church, VA

Associates of Arts and Sciences - Culinary Arts - (December 2011)

- Magna Cum Laude
- Dean's List
- Guest Lecturer

Certifications

CC — ISC² — November 2024

Secure Infrastructure Specialist — CompTIA — November 2024

Security+ — CompTIA — November 2024

IT Operations Specialist — CompTIA — November 2024

Network+ — CompTIA — November 2024

A+ — CompTIA — October 2024

Certified Associate Python Programmer (PCAP) — Python Institute — May 2024

Certified Entry-Level Python Programmer (PCEP) — Python Institute — February 2024

Google Cybersecurity Professional — Google — February 2024

Google IT Support Professional — Google — February 2024

Google Cybersecurity Professional — Google — February 2024

Advanced Cardiac Life Support — National Health Care Provider Solutions — July 2023

Skills & Experiences

Languages

Python, SQL, HTML, Javascript, CSS, PHP, Swift, DockerFile, C, Bash

Tools/Frameworks

Tailwind, Docker, Proxmox, Kali, Wireshark, MySQL/MariaDB, Arduino, Proxmark, Git

Competitions

TryHackMe Advent of Cyber 2024, TryHackMe Advent of Cyber 2023, SANS Holiday Hack Challenge 2023, CyberQuest 2023 (Top 10), CyberQuest 2024