

Cory A. Mayback

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Sales Engineering, Implementation & Training

Cybersecurity • Deep Dive Analysis • Sales Enablement • Training Design • Technical Writing

PROFESSIONAL SUMMARY

A CompTIA Security+ Certified business professional with extensive presales, training, and presentation experience. Hands-on experience with SAAS configuration and implementation. A seasoned business traveler. Proven strengths in problem solving, statistical analysis, compelling storytelling, and effective communication.

Unique ability to translate complex ideas into easy-to-understand language.

A passion for making a difference in the lives of others. Proven track record to explain sophisticated concepts in a way that others can grasp easily, from high school students to CEO's. An ability to understand customer needs, convert needs to solutions, and deliver client support and service.

CORE COMPETENCIES

- SAAS Configuration
- Account Management
- Presentation & Training
- Tech-Speak to English Translation
- Cybersecurity Tools
- Identification of Root Causes
- Project Management

PROFESSIONAL EXPERIENCE

ORDER FULFILLMENT

HOME DEPOT, Casselberry, FL

2023 – Present

- Customer Service, Internet Sales

TECH SERVICES TEAM LEAD

ABBOTT LABORATORIES, Orlando, FL

2021 – 2023

- Day to day management of up to 18 team members, providing employee performance feedback, coaching and development.
- Daily Monitoring and measurement of team performance, achieving >99% adherence to goal metrics.
- Drive continuous improvement on process by providing input & feedback of policies, procedures, and documentation.
- Reviewed and actioned 100% adherence to HIPAA and PHI compliance.
- Promoted twice in first year of employment.

SOLUTIONS ENGINEER

KODAK ALARIS, INC, Orlando, FL

2014 – 2020

Worked on cross-functional teams for new product development, technical QA, and data analysis. Collaborated with internal software development teams as the end-user expert & advocate. Shared insights and knowledge that enhanced the overall capabilities of the software and of the organization. Conducted data validation and quality assurance checks to ensure the accuracy and reliability of customer feedback data.

- Acted as the liaison to clients for system requests/issues/problems and relating that information back to internal teams.
- Avoided \$50,000 in noncompliance penalties by auditing sales reporting software and identifying bugs to project manager leadership.
- 30% per hour average increase in internet customer support cases managed by recommending functional upgrades for faster, more efficient searches.

SALES ENABLEMENT CONSULTANT

KODAK ALARIS, INC, Orlando, FL

2006 – 2014

Traveled to client sites pre- and post-sale to service and retain existing accounts, perform site assessments/needs analyses, install hardware and software systems, deliver field support, and assist clients to maximize sales. Assisted in configuring and customizing the SAAS platform to align with clients' requirements and feedback. Serviced clients across

the USA & Caribbean including theme parks, waterparks, resorts, and entertainment venues. Interfaced with account senior managers to deliver and oversee top-quality customer service and maximum revenues.

- Rolled out a two-year training & technology initiative for ten Six Flags theme parks with more than 1,000 participants.
- Performed 200+ go-live and post-launch product deployments.
- Account Manager for 4 tourist destinations representing \$200K in annual revenue. Account technical support for 50+ other destinations.
- Saved the company \$50,000+ by optimizing onboarding efficiency of 1000+ Christmastime seasonal staff members. Done by developing a customized database to deliver twice-daily feedback to regional and site managers.
- Ensured quality at regional locations through on-site visits, interaction with managers and trainers, analysis of photographic quality, sales statistics, and sell-through metrics.

TRAINING/DOCUMENTATION LEAD

EASTMAN KODAK COMPANY, Orlando, FL 2003– 2006

Developed training materials and provided guidance to clients on proprietary SAAS. Designed and facilitated training courses on Kodak software, photography equipment, studio setup, hardware troubleshooting and maintenance via classroom and virtual channels to more than 5,000 individuals in 110 locations. Trained management on business operations, budgeting, scheduling, inventory, staffing, and sales projections. Trained operations managers, site trainers, and corporate clients include non-native English speakers using the ADDIE model. Implemented certification programs. Interfaced with internal and external clients.

- Delivered customer-facing documentation including training curriculum, and methodology standards
- 40% decrease in internet customer support requests made by authoring a complete set of help files for each of the 30+ websites.
- Trained 100+ destination staffs that resulted in effective, productive operations to ensure meeting and exceeding budgets and sales targets for various sites.

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: - CompTIA Security+ (expires 2024)
- Secondary Mathematics Education, State of Florida (expired 2001)

Network Security: Splunk, Snort, Wireshark, pfSense, Hash cracking, VPN, Cisco Packet Tracer

Virtualization/Cloud: VirtualBox, VMWare, Digital Ocean, Amazon Web Services EC2

Linux Technologies: Ubuntu, Debian & Kali platforms including python programming

Graphic Arts & Design: Adobe Photoshop, DaVinci Resolve, Amateur Photography

Windows OS: Server 2012 R2, DHCP, Active Directory, PowerShell, Group Policy, Registry, Win Firewall, SQL

Office 365 Suite: Advanced Excel data parsing/filtering/aggregation. Instructor-level skill Word & PowerPoint

Web Development: HTML and XML Editing, Website Updating

Other: Nationally ranked crossword puzzle solver

EDUCATION



University of Florida, 1987-1991

B.S. – Business Administration & Marketing – with Honors

University of Central Florida, 1999-2002

M.A. – Information Technology & Instructional Design

University of Central Florida, 2021-2022

Cyber Defense 400-Hour Professional Certificate

