

Robert (Megan) Scureman

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CERTIFICATIONS

- **CompTIA A+** Aug 2023
- **CompTIA Security+** Aug 2025

EDUCATION

Augusta University [REDACTED]

- Bachelor of Arts in English (Creative Writing). May 2018
- Minor: Communications.
- Honors: 3.74 GPA (Cum Laude), HOPE scholarship recipient, Pell Grant recipient, Deans List 6 semesters.

Georgia Military College [REDACTED]

- Associates of Science in General Studies. May 2006
- Honors: 3.46 GPA, HOPE scholarship recipient, Dean's List 3 quarters.

SKILLS

- Software: Wireshark, Nmap, Microsoft Office Suite, VirtualBox, Synergy, PureCloud, Five9, ZenDesk, Teams
- Operating Systems: Windows (XP, Vista, 7-11), Linux (Kali).
- Typing Speed: 82 WPM.
- Networking: TCP/IP, DNS, Routing fundamentals, Traffic Analysis, Ethical Hacking.
- Communication: Excellent written and verbal communication skills; active listening.
- Organization: Strong organizational and time management skills; ability to prioritize tasks and meet deadlines.
- Problem-Solving: Skilled in resolving complex issues independently and collaboratively.
- Customer Service: Dedicated to providing exceptional customer service with a positive and professional attitude.

WORK EXPERIENCE

JDA TSG [REDACTED]

Remote

Tax Support Specialist / Technical Analyst

Feb 2026 – Present

- Leveraged remote collaboration tools (Video, Audio, Screen-share) to provide real-time technical troubleshooting and tax compliance guidance.
- Managed multi-channel communications (Email, Chat, Voice) to resolve complex user-interface issues and software navigation hurdles.
- Utilized proprietary SaaS platforms to analyze financial data while maintaining strict data security and PII (Personally Identifiable Information) protocols—directly utilizing Security+ principles.

TaxSlayer [REDACTED]

VITA Support Associate

Jan 2023 - Jun 2025

- Investigated and resolved complex data discrepancies in proprietary tax systems, ensuring regulatory compliance and data accuracy.
- Achieved an average resolution time of under 10 minutes.
- Provided prompt and efficient support to multiple client inquiries via phone, chat, and email.

- Utilized Microsoft Teams to collaborate with team members and address client concerns.
- Authored and maintained a comprehensive internal knowledge base and training curriculum, streamlining departmental workflows and user education within the VITA/TCE ZenDesk platform.
- Created and maintained training materials for VITA/TCE Support employees.
- Navigated proprietary software systems (Synergy, PureCloud, Five9) to access client information and solve tax filing issues.
- Managed high-stakes conflict de-escalation and resolution, and provided technical guidance on regulatory filing procedures.

St Mary on the Hill School

Substitute Teacher

Aug 2012 - Jan 2023

- Maintained operational integrity for classrooms (up to 30 individuals) by strictly enforcing structured protocols and proactively identifying and mitigating potential disruptions.
- Managed complex logistics and scheduling for student educational plans, ensuring procedural adherence to institutional guidelines over an 11-year tenure.
- Executed effective conflict mediation and resolution strategies, fostering a structured and secure environment.

Georgia Regents University

Information Technology Staff

Sep 2009 - Feb 2011

- Managed a 15+ line phone system, ensuring efficient communication and call routing.
- Provided technical support and troubleshooting for various operating systems and programs, addressing user needs effectively.
- Resolved password and system issues for multiple users, maintaining system security and functionality.
- Maintained software systems for the university, ensuring smooth operation and data integrity.
- Prioritized and fulfilled end-user requests utilizing a proprietary ticketing system.

PROJECT EXPERIENCE

Android “Step Pets” Mobile App

Mar 2025 – Present

- Designing and creating a mobile pedometer “pet” app: walking a specific distance nets the user a new pet for their collection.
- Learning Kotlin for Android programming purposes, and wireframe design on Figma.

Professional Development & Hands-On Projects

Jun 2025 - Present

- Applied system security principles by building and securing a virtualized home lab using VirtualBox and Kali Linux to practice network analysis and ethical hacking.
- Performed simulated network intrusion and traffic analysis using tools like Nmap and Wireshark to identify vulnerabilities and document remediation steps.
- Completed structured labs on the TryHackMe platform to develop hands-on skills in web application security, system monitoring, and threat detection.
- Created public-facing system documentation and tutorials, including a detailed write-up of a home lab build and a guide on basic network analysis and troubleshooting.
- Happily engaged in research and documentation of exercises and skills.

ACTIVITIES AND LEADERSHIP

Phi Theta Kappa International Honors Society, Student Member

May 2006 – Present

Sigma Tau Delta National Honors Society, Student Member

May 2018 – Present