

Adam Gomez

Service Advisor | Transitioning to Cybersecurity & Data Analysis

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Professional Summary

Detail-oriented professional with 10+ years of leadership, operations, and customer service experience in the transportation industry, now pursuing a B.S. in Computer Science with a focus on cybersecurity and data analysis. Skilled in problem-solving, documentation, and process improvement, with proven ability to lead teams, implement compliance protocols, and adapt quickly to new technologies. Seeking to leverage transferable skills in IT, security, and data management roles.

Skills

Technical

- Python programming (beginner)
- Data analysis fundamentals
- Cybersecurity principles & security protocols
- Systems documentation & reporting
- Troubleshooting & process optimization
- Microsoft Office & Google Workspace

Professional

- Leadership & team development
- Customer service & conflict resolution
- Compliance, safety & security
- Workflow coordination & scheduling
- Budgeting & cost management
- Training & mentoring staff

Work History

Loves Truck Care — Various Locations (Troy, TX & Hearne, TX)

- **Service Advisor** | Feb 2023 – Present (Hearne, TX)
- **Service Manager** | Aug 2022 – Feb 2023 (Troy, TX)
- **Service Advisor** | Jul 2021 – Aug 2022 (Troy, TX)
- **Service Advisor** | Apr 2019 – Jul 2021 (Hearne, TX)
- **Service Advisor** | Mar 2016 – Sept 2016 (Hearne, TX)
- Provided technical support and guidance to customers, accurately documenting service issues and resolutions.
- Analyzed customer needs, created service estimates, and recommended solutions to improve efficiency and satisfaction.
- Supervised shop operations, including scheduling, workflow coordination, and budget/labor management.
- Managed escalated customer concerns, delivering resolutions that balanced client satisfaction with company policies.
- Implemented safety, compliance, and security protocols to ensure operational integrity.
- Trained, mentored, and evaluated employees to improve service delivery, productivity, and adherence to standards.

Loves Travel Stops — Hearne, TX

- **Shift Leader** | Sept 2016 – Apr 2019
- **Shift Leader** | Nov 2015 – Mar 2016
- **Travel Stop Team Member** | Feb 2015 – Nov 2015
- Supervised store operations, ensuring compliance with company policies, cash handling accuracy, and loss prevention.
- Resolved customer complaints through structured problem-solving, improving customer loyalty.
- Conducted employee training and mentoring to strengthen team performance.
- Supported onboarding of new hires, ensuring adherence to store standards and procedures.
- Assisted customers with purchases, rewards programs, and product location, while maintaining organized and replenished sales areas.

Education

- **Bachelor of Science in Computer Science (In Progress)** — Southern New Hampshire University, Manchester, NH | Expected 2026
- Concentrations: Cybersecurity & Data Analysis
- **Associate of Arts and Sciences** — Alvin Community College, Alvin, TX | 2007 – 2009