

Charles Beane

Greenville, South Carolina | www.charlesbeane.com | charles@charlesbeane.com | 520-396-8305

Professional Summary

Aspiring Cybersecurity Analyst and CompTIA Security+ certified professional with a strong background in enterprise sales and operations. Leveraging a unique perspective on the "human element" of security, including social engineering awareness and policy communication. Skilled in Python, SQL, and network hardening within virtualized environments. Transitioning from a track record of solving complex technical issues and maintaining data integrity at Comcast to a dedicated role in a Security Operations Center (SOC).

Certifications

- **CompTIA Security+** (Jan 2026 – Jan 2029)
- **CS50: Introduction to Computer Science**, Harvard University (Jan 2026)

Technical Skills

- **Security & Networking:** Network Hardening, Social Engineering Awareness, Root Cause Analysis, Access Control, Virtualization (VM Environments).
- **Programming & Databases:** Python (Flask), SQL (SQLite), Linux (Kali), HTML/CSS, Bootstrap.
- **Tools:** Wireshark, APIs (RESTful), VS Code, Git/GitHub.

Projects

Steam Library Akinator (CS50 Final Project) | *Python, Flask, SQLite, RAWG.io API*

- Developed a web-based "20 Questions" style application utilizing a **Binary Decision Tree** algorithm for $O(\log n)$ search efficiency.
- Implemented **Online Supervised Learning**, allowing the application to dynamically expand its dataset based on user input, permanently "teaching" the database new games.
- Integrated the **RAWG.io API** to validate user data, preventing database pollution and implementing fuzzy matching to handle user typos automatically.
- Engineered a session-based "Undo" stack (LIFO) to improve user experience and navigation.

Home Lab Environment

- Configured and maintained a **Virtual Machine** environment running **Kali Linux** to practice network hardening and security tool deployment.
- Simulated security scenarios to understand vulnerability assessment and mitigation strategies.

Professional Experience

Sales Specialist / Subject Matter Expert (SME) | Comcast Corporation (Xfinity) Remote | Jan 2023 – Present

- Act as a primary escalation point for complex technical and billing issues, performing **root cause analysis** on system errors to identify security and integrity gaps.
- Troubleshoot systemic data discrepancies using CSG and Einstein360, ensuring accurate customer account data—a skill directly transferable to log analysis and incident response.
- Mentor junior team members on compliance procedures and system best practices, fostering a culture of adherence to policy.

Member Advocate | C3 Tucson, AZ | Oct 2018 – Aug 2019

- Investigated and resolved complex claims by verifying procedure codes and documentation, requiring strict attention to detail and compliance with regulatory standards (Medicare).
- Analyzed sensitive member data to resolve financial discrepancies, maintaining high standards of data privacy and confidentiality.

Director of Ticket Operations | FC Tucson Tucson, AZ | Nov 2015 – May 2017

- Designed and launched the organization's ticketing system, ensuring data integrity and secure payment processing.
- Established and enforced financial compliance and operational protocols, mitigating internal risks and ensuring audit readiness.

Education

- **Bachelor of Science, Business Administration** | University of Arizona (2016)
- **Associate of Science, Business Administration** | Pima Community College (2014)