

Caleb Passi

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SUMMARY

Technical Support Specialist with five years in payment processing, handling escalated merchant issues and the systems behind their transactions. Co-founder of a small web development and hosting company, where I build and secure client sites and web apps on Supabase, Cloudflare, and AWS. Studying for CompTIA Security+ and building hands-on security skills in a home lab, working toward a security analyst role.

TECHNICAL SKILLS

Operating systems: Windows, Linux (Ubuntu/Debian, Kali), macOS, iOS, Android

Security and networking: nmap, Wireshark, Metasploit, network segmentation, wireless security testing

Remote support and access: RDP, ScreenConnect, TeamViewer, user access and permissions

Scripting and web: PowerShell, HTML, JavaScript/TypeScript (Next.js), SQL (PostgreSQL)

Cloud and hosting: Supabase, Cloudflare (Pages, Workers, R2), AWS (basic), DNS management, Stripe

Other: Log review, technical documentation, training, Microsoft Office, bilingual (ASL)

EXPERIENCE

Host Merchant Services | Technical Support Specialist June 2021 - Present

- Troubleshoot escalated technical issues for merchants on payment terminals, gateways, and point-of-sale software
- Review system and transaction logs to find the cause of failed transactions and processing errors
- Support merchants remotely through RDP, ScreenConnect, and TeamViewer while following company data security procedures
- Keep a working log of required system updates and confirm each one is completed
- Train new support specialists and monitor their performance on company programs and procedures
- Write and maintain internal documentation for troubleshooting and company processes

SmartWebForge (smartwebforge.com) | Co-Founder and Developer 2025 - Present

- Run a two-person web design, development, and hosting company serving local businesses
- Build and host client websites and custom web applications using Next.js, Supabase, Cloudflare, and AWS
- Set up user authentication, database access rules, and DNS for each project
- Run security reviews on database and API access before launch
- Use AI development tools to speed up building, testing, and documentation

AT&T | Sales Associate 2019 - 2020

- Troubleshoot technical issues with customer devices and the company website
- Maintained sales and marketing data in company databases; exceeded quarterly sales goals

Eagles Roost Farm & Orchards | Staff Manager 2011 - 2019

- Managed produce sales, distribution, and vendor relationships for a family farm
- Maintained equipment and tracked shipments to regional vendors

Clene Nanomedicine | Lab Assistant 2018 - 2019

- Ran blind tests, organized results, and recorded data in databases for analysis

HOME LAB AND SECURITY PROJECTS

- Run a Proxmox home server and a segmented home network hosting virtual machines for Linux, Windows, and self-hosted services
- Practice offensive and defensive tooling in a Kali Linux VM (nmap, Wireshark, Metasploit) against my own lab
- Used a WiFi Pineapple on my own network to run deauthentication attacks, capture wireless handshakes, and crack them offline to understand rogue access points and how to detect them
- Built a CompTIA Security+ study app (PWA) and MDTailrace.com, a live Conowingo Dam fishing conditions site

CERTIFICATIONS AND EDUCATION

CompTIA Security+ (SY0-701, in progress)

GED, State of Maryland (2013) | Good Agricultural Practices (GAP) Certificates, University of Maryland (2013)