

# Name

Phone number | Email | LinkedIn

## EDUCATION

**University** | Bachelor of Science, Cloud Computing - Amazon Web Services track

**University** | Bachelor of Business in Cyber Security

## CERTIFICATIONS

- CompTIA Security+ CE
- CompTIA A+
- Google IT Support

## EXPERIENCE

### Help Desk

Present

- Managed ticketing system using ServiceNow, effectively routing tickets to appropriate departments for efficient issue resolution and improved customer satisfaction
- Troubleshooting and resolving issues by remotely accessing faculty computers through Microsoft Teams, resulting in efficient problem-solving and seamless user experience
- Conducted password resets for user accounts, employing a five-point identity verification process to ensure secure access and protect sensitive systems
- Utilized smart lock check to promptly identify and resolve user account lockouts, ensuring seamless access and minimizing disruptions to productivity
- Verified computer-to-workstation alignment by cross-checking asset tags, ensuring accurate allocation and optimal utilization of resources for streamlined operations
- Reimaged Dell computers for faculty with standardized configurations, ensuring optimized computing environments for enhanced productivity and user satisfaction

### Cyber Intern

1 year

- Implemented SPAN with sniffer on a Cisco Packet Tracer switch to monitor network traffic and prevent unauthorized access, improving network security
- Configured Syslog on a server in Cisco Packet Tracer using NTP to establish accurate monitoring and system management
- Configured SNMPv3; used MIB to certify stored information on the network ensuring data integrity and security
- Designed a business network layout in Cisco Packet Tracer featuring two distributed switches, three access switches, multiple endpoints, and a router, optimizing network performance and efficiency

## PROJECTS

### Java Program

- Collaborated with a team to develop a program that calculates earthquake insurance payouts to the homeowner based on the insured value of the home and the Richter scale

### Malware Analysis

- Investigated the virtual memory of a victim's machine using Volatility to determine how the system was infected with malware

## EXTRACURRICULAR ACTIVITIES

### Club

- Executed, launched, and mitigated multiple CSRF attacks, including GET and POST requests on a social media website's profile, by removing a 'return true' statement in the actions.php file
- Engaged in weekly security meetings and participated in industry conferences/webinars for up-to-date knowledge and best practices