

Zack

Hidden
Jacksonville, FL

386.XXX.XXXX
hidden@gmail.com

EDUCATION

Daytona State College, Daytona Beach, FL

Bachelor of Science – Information Technology, Spring 2020

University of North Florida, Jacksonville, FL

Bachelor of Science – Nursing, Spring 2015

SKILLS

Microsoft Office, Outlook, VMware, Python, C++, HTML, CSS, JavaScript, FTK, Wireshark, ProDiscover, Registry Viewer, Linux.

RELEVANT WORK EXPERIENCE

International Speedway Corporation, *Information Security Intern*, Daytona Beach, FL, May '18 – July '18

- Compiled and collected over 10,000 MAC addresses to identify unaccounted inventory.
- Created and compiled a data ownership spreadsheet to help identify server/application owners, contact info for the owners, and determine what servers/applications are high priority.
- Researched and aided in selection of newer email phishing protection software for the company.
- Monitored the company SIEM (LogRhythm) on a daily basis.
- Coordinated with Palo Alto software to block phishing email URL links, with 100's blocked in total.
- Instructed on how to create tickets to document procedures using CSM software.
- Investigated using the SIEM to block IP addresses if a phishing attempt was suspected.
- Archived hundreds of files to be saved in order to meet compliance standards.
- Assisted in creation of a runbook to assist in documentation for running SIEM investigations.

OTHER WORK EXPERIENCE

Bold Bean Coffee Roasters, *Barista*, Jacksonville, FL, June '19 – Present

- Practiced amazing customer service and food/beverage handling procedures. Communicated closely with management to stay current with standards and practices. Stayed compliant with countywide COVID-19 regulations for small businesses.

PC Liquidations, *Sales Coordinator*, Jacksonville, FL, Jan '19 – March '19

- Handled multiple tasks simultaneously, recorded and created reports to ensure metrics were achieved. Ensured customer satisfaction with product knowledge and efficient problem solving, along with invoicing customers for services and parts.

Florida Hospital Center for Health and Wellness, *Member Service Assistant*, Daytona Beach, FL, Mar '16 – Nov. '16

- Billed customers to generate revenue while adhering to rituals and routines to maintain quality. Fielded questions to customers, received feedback, and translated comments and experiences to management.

INVOLVEMENTS

Sulzbacher Center, *Volunteer/Partner, Home Base Activities*, Jacksonville, FL, May '13 – '15

- Assisted staff with triage for more than fifty homeless patients daily.
- Interviewed and documented patient data.
- Ensured quality of care for patients and providers.

Delta Upsilon Fraternity, *Member*, University of North Florida, Summers '15, '16

- Graduated alumnus brother.
- Occupied the role of Head of Standards for one year along with Vice President of Academics for one year.

National Student Nurses Association, Sum '13 – Spring '15

- Assisted in philanthropic events, kept current with events happening in field.