

# ALEX J. WILCOX

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6028 Woodley Road, McLean, VA 22101

## EDUCATION

**High Point University** – High Point, NC

May 2026

*B.S. in Computer Science with a Cybersecurity Concentration*

- GPA 3.41/4.0

### Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA Security+ (Expected Completion: December, 2024)

## EXPERIENCE

**High Point University** – High Point, NC

Aug 2024 - Present

*IT Help Desk Attendee*

- Delivered technical support to students and faculty by diagnosing and resolving complex software and network issues
- Documented and tracked support requests through ServiceNow, prioritizing tasks based on severity to enhance efficiency
- Educated students and faculty on IT best practices such as password management, responsible data use, and phishing attempts

**Summer Employment** – McLean, VA

2017 - 2022

*Various Jobs*

- Provided exceptional customer service and managed monetary transactions in both front desk and food service roles
- Collaborated with a lifeguard team to ensure pool safety, and enforce regulations to keep a safe environment
- Created private swim coaching programs and worked with neighborhood families to improve kids' swimming skills

## LEADERSHIP AND COMMUNITY INVOLVEMENT

**Beta Theta Pi** – High Point, NC

2022 - Present

*Member*

- Supported fraternity fundraising efforts, helping to raise money for our philanthropy which changes yearly
- Engaged in regular chapter meetings, events, and activities, contributing to the fraternity's goals and initiatives

**Finance and Cryptocurrency Club** – McLean, VA

Sep 2019 - May 2022

*VP of Digital Futures*

- Regularly attended club meetings and actively participated in discussions and activities related to finance and crypto
- Worked with digital futures board to create presentations during meetings for potential growth of cryptocurrencies

## ADDITIONAL INFORMATION

### Skills

- C++, C, Python, SQL, Java, Linux, Active Directory, Group Policy, Microsoft Office Tools, Database Management, Ticketing Systems, Computer Hardware Assembly/Troubleshooting, Network Configuration/Troubleshooting, Network Security, Time Management, Organization, Analytical Thinking, Team Collaboration, Attention to Detail, Forward Thinker

### Classes Taken

- Systems Security, Information Security, Operating Systems, Database Systems, Advanced Data Structures and Algorithms, Computer Systems, Mobile App Development, Advanced Programming and Data Structures, Discrete Structures

### Honors and Awards

- Spring 2023 Dean's List Recipient at High Point University
- Spring 2024 Dean's List Recipient at High Point University
- PRIDE Award for Empathy at McLean High School

## INTERESTS

NUTRITION | WEIGHT LIFTING | SWIMMING | CYBERSECURITY | PHILOSOPHY | TRAVEL