

## **Brianna Herm**

Louisville, KY | rosebud9845@gmail.com

Career Focus: Cybersecurity & Digital Design Specialist

### **Professional Summary**

Detail-oriented cybersecurity graduate student with a strong foundation in information security, risk management, and digital systems, combined with a background in graphic design and digital media. Skilled in translating complex technical concepts into clear visual and written materials. Experienced with Wireshark, Windows, macOS, Microsoft 365, and industry-standard creative tools, including Adobe Creative Suite, Procreate, Autodesk, and Unreal Engine. Seeking an entry-level hybrid role supporting cybersecurity operations, training, documentation, or awareness initiatives.

### **Education**

Master of Science in Cybersecurity (Expected 2025)

Southern New Hampshire University

Relevant Coursework: Cybersecurity Foundations, Network Security, Information Assurance, Risk Management and Assessment, Ethical Hacking, Incident Response and Recovery, Security Governance, Digital Forensics

Bachelor of Arts in Graphic Design (2023)

Southern New Hampshire University

### **Core Skills**

Cybersecurity & IT: Wireshark, Windows, macOS, Microsoft 365, Network Security Fundamentals, Cyber Risk Management, Digital Forensics Concepts

Design & Visualization: Adobe Creative Suite (Photoshop, Illustrator, InDesign), Procreate, Photography, Autodesk, Unreal Engine

Professional Strengths: Analytical thinking, attention to detail, documentation, visual communication, self-directed learning, time management

### **Service Desk Associate**

**Meijer** | March 2023 – Present

- Provide front-line customer support by resolving inquiries, processing transactions, and handling returns professionally.
- Handle sensitive customer and financial information in accordance with company policies and procedures.

- Answer and route phone calls efficiently, documenting requests and issues as needed.
- Perform scanning, transaction processing, and lottery cashing with high accuracy.
- Apply clear communication and problem-solving skills to resolve issues and ensure positive outcomes.