**Alex Carter**

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Professional Summary

Ambitious information technology student currently completing Bachelor of Science in Information Technology and Administrative Management seeking real-world experience in information technology and information security. Offering strong understanding of octave allegro risk assessment methodology, device configuration, networking protocols, review of security protocols, and operating system specifications. Proficient in Microsoft Office, Adobe Create Suite, G Suite, Wireshark, Metasploit, and eager to learn new processes, programs and procedures quickly to maximize contributions to user, team and business success.

Skills

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| --- | --- |
| * Technical support * Hardware installations * Security Monitoring * Software experience * Information tracking * Software updates * Account management * Inventory control | * Technical troubleshooting * User support * Desktop support * Networking issues * Equipment setup * Wireshark software * Software Deployment * Designing security controls |

Work History

Information Technology Intern, 01/2020 to Current

Thorp School District – Ellensburg, WA

* Support IT team in set up and maintenance of hardware, software, servers, and other systems.
* Assist with troubleshooting issues and provide technical support.
* Managed network security and filtering settings.
* Maintained current software licenses and patched applications to stay up-to-date with latest features.
* Identified and solved technical issues using variety of diagnostic tools and tactics.
* Trained and supported end-users with software, hardware and network standards and use processes.
* Installed, modified and repaired software and hardware to resolve technical issues.

Tactical Transmissions Operator, 11/2016 to Current

United States Marine Corps – Tacoma, WA

* Conducted inventory control of over 5 million in communications equipment.
* Developed skills in installation, operation, and maintenance of various communications equipment.
* Encrypted and decrypted communications when sending and receiving messages.
* Developed, constructed, installed and adjusted settings on Controlled Cryptographic Item radio equipment to complete field mission objectives effectively.

Communications Specialist/Dispatcher, 08/2018 to 07/2020

Central Washington University – Ellensburg, WA

* Managed 250 student financial accounts per quarter.
* Trained new employees on essential job functions including student billing, scheduling, and enrollment.
* Communicated instructions to pilots through clear delivery and enunciation.
* Delivered weather updates to pilots to determine if necessary to divert aircraft to different airports.
* Notified airport response personnel to be ready when emergency situations presented.

Customer Service Representative, 09/2015 to 03/2018

Classic Helicopter Corporation – Auburn, WA

* Handled 90+ calls daily with duties including signing up new customers, retrieving customer data, presenting product information.
* Trained 5 new employees on essential job functions.
* Evaluated account and service histories to identify trends, using data to mitigate future issues.
* Answered customer telephone calls promptly to avoid on-hold wait times.
* Responded to customer requests for products, services and company information.

Education

Bachelor of Science: Information Technology and Administrative Management, Expected in 06/2021

Central Washington University - Ellensburg, WA

GPA: 3.6/4.0

* Specialized in cyber security and digital forensics
* Member of Cyber Security and Ethical Hacking Club
* Participated in activities such as the NSA codebreaker challenge as well as practiced skills in cyber security, penetration testing, and other IT skills not taught in the classroom.
* Dean's List each quarter attended

Accomplishments

* United States Marine Corps •Advanced tactical transmissions operators' course •Maintained secret security clearance •ITIL V3 Foundation Certification •USMC Cyber Awareness Training • Completed courses towards A+, Net+, Sec+ and CySA+ certifications

Certifications

* CompTIA Security+
* CompTIA Network+
* CompTIA A+ Technician