

Hloniphani Dube

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Technical Skills

Networking: TCP/IP, DNS, DHCP, VPNs, LAN/WAN, Cisco Routers/Switches, Network Design, Firewall Configuration

Cybersecurity: Risk Management, Network Security, Cyber Defense, System Hardening, Security Principles

Tools & Platforms: Windows, MacOS, Azure, AWS, Microsoft Office Suite, Tableau, PuTTY, TeamViewer

Programming & Scripting: Python, SQL, PowerShell

Others: System Monitoring, Incident Handling, User Support, Virtualization, ITIL concepts

Education

Bachelor of Science in Information Technology – Cybersecurity

Southern New Hampshire University

Graduated August 2024 - GPA: 3.78

Relevant Coursework: Computer Networking, Computer Operating Systems, Network Security, TCP/IP Protocols, Cybersecurity Foundations, Security Principles, Risk Mitigation & System Design, Cyber Defense, System Requirements & Implementation, IT Operations & Planning, Computing as a Service, Scripting (Python), SQL & Database Environments, Data Analytics, Web Services

Professional Experience

Walt Disney World Resort – Orlando, FL

Resort Concierge | Back Office Support | Trainer

May 2021 – Present

- **Efficient Administrative Support:** Streamlined front desk operations by providing comprehensive administrative assistance, including proficiently managing phones, filing paperwork, and contributing to special projects, ensuring smooth daily operations.

- **Reservation Management:** Handled reservations from various channels, ensuring accurate recording and updating of the hotel's reservation system, resulting in error-free guest documentation and enhanced guest satisfaction.
- **Billing Management:** Managed billing processes with precision, processing payments promptly and resolving disputes swiftly, maintaining financial integrity and positive guest
- Acted as liaison between departments using internal communication tools, ensuring accurate and secure information flow.
- Trained new cast members on system usage, security protocols, and process adherence.

Universal Studios Orlando – Orlando, FL

Attractions Attendant

Nov 2019 – May 2021

- Monitored and managed systems related to guest safety and ride automation.
- Adhered to cybersecurity awareness policies regarding digital systems and guest data access.
- Participated in inclusive training and safety compliance programs relevant to operational technology.

Project Highlight

- Built using HTML, CSS, and integrated SQL for backend data handling.
- Focused on cybersecurity best practices in user authentication and data privacy.
- Conducted usability testing and integrated a custom recommendation system.

Certifications

- CompTIA A+ - in progress
- Cisco Certified Network Associate - in progress