

Hloniphani Dube

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SUMMARY

Aspiring IT professional with a strong foundation in networking, cybersecurity, and systems support. Skilled in optimizing technology to enhance guest experiences, operational safety, and secure system performance. Proven ability to train and collaborate with Team Members, lead cross-department processes, and uphold values of innovation, inclusion, and excellence in service.

TECHNICAL SKILLS

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

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

Systems & Infrastructure: Windows, macOS, Linux Ubuntu, VMware, Virtualization, System Monitoring, Azure, AWS.

Programming & Scripting: Python, SQL, PowerShell, RStudio.

Data & Productivity Tools: Microsoft 365 (Outlook, Excel, Word, PowerPoint), Tableau, TeamViewer

CORE COMPETENCIES

- Communication Skills (Written & Verbal).
- Problem-Solving & Critical Thinking.
- Team Collaboration.
- Adaptability & Learning Agility.
- Time Management & Prioritization.
- Customer Service & Relationship Building.
- Attention to detail.
- Conflict Resolution.

EDUCATION

- | | | |
|--------------|--|------------------|
| October 2027 | PURDUE GLOBAL UNIVERSITY | Indianapolis, IN |
| | <i>Master of Science in Information Technology - Enterprise Architecture Systems</i> | |
| | Relevant Coursework: Research and writing for IT Professionals, Computer Networks, Statistics IT for Professionals, Systems Analysis and Design. | |
| October 2024 | SOUTHERN NEW HAMPSHIRE UNIVERSITY | Manchester, NH |
| | <i>Bachelor of Science in Information Technology - Cybersecurity</i> | |
| | Relevant Coursework: Computer Networking, Computer Operating Systems, Network Security, TCP/IP Protocols, Cybersecurity Foundations, Security Principles, IT Operations & Planning, Computing as a Service, Scripting (Python), SQL & Database Environments, Data Analytics, Web Services. | |

CERTIFICATIONS

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

PROFESSIONAL EXPERIENCE

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|--------------------|---|-------------|
| May 2021 - Present | WALT DISNEY WORLD RESORT | Orlando, FL |
| | <i>Resort Concierge Back Office Support Trainer, Operations</i> | |
| | <ul style="list-style-type: none">• Delivered seamless guest experiences by resolving technical and reservation issues through front desk and back-office systems.• Partnered with IT and operations teams to troubleshoot and optimize secure systems, reducing downtime and improving efficiency.• Trained new Cast Members on technology systems, cybersecurity awareness, and Disney service standards to promote operational excellence.• Enhanced reservation accuracy by improving digital workflows and protecting guest data integrity. | |

November 2019 **UNIVERSAL STUDIOS ORLANDO**
- May 2021

Orlando, FL

Attractions Attendant, Operations

- Operated and monitored ride automation systems, ensuring guest safety and compliance with operational and cybersecurity standards.
- Collaborated with maintenance and operations teams to support system updates with minimal guest impact.
- Conducted safety and functionality checks to uphold reliability and consistent guest satisfaction.
- Assisted in troubleshooting system malfunctions and coordinated with appropriate teams to ensure timely issue resolution and operational continuity.