

Lily Page

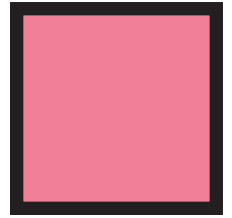
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Portfolio | portfolio.nyan.ca

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Experience

L1 Technical Support | Crossover *June 2020 - Dec 2020*

- » Took ownership of support incidents and used available resources and knowledge to resolve them
- » Communicated clearly and empathetically to customers regarding their technical problems.
- » Collaborated with team members to broaden product knowledge.
- » Learned a variety of enterprise software products.
- » Improved workflow by building automation tools to help customers faster and more accurately.
- » Frequently Solved out-of-scope tickets, instead of passing to L2 track during downtime.

Volunteer Supervisor | Oxfam *May 2017 - May 2019*

- » Implemented a system to deliver items from online store to customer
- » Developed an application to simplify the process for elderly staff.

CyberSecurity Course | CyberFirst Advanced *July 2019*

- » Attended a cybersecurity course covering Digital Forensics, OSINT & penetration testing techniques.
- » Awarded an SCQF level 6 qualification in CyberSecurity.

Projects

Internet Enabled Shock Collar

- » Reverse engineered wireless radio signal protocol from commercial shock collar.
- » Programmed Arduino to mimic the different control signals based on user input.
- » Designed a webpage to make the controller remotely controllable.
- » Improved the experience by adding additional features like duration and clearer UI Elements.

Light Up Scotland Covid Map

- » Wrote software in python to display Covid-19 statistics on a paper map, using RGB LED's.

RFID Door Key Cloning

- » Cracked secret key for accommodation provided RFID door key, allowing cloning of keys.
- » Provided replacement key's to students on my floor and embedded personal key in hand.

Social Media Post Archiver (CuriousCat)

- » Built a tool to archive all users' posts on the social media site CuriousCat.
- » Created a webpage to display the archived Json and Images.

Personal Server Administration

- » Maintain a personal server, that acts as a Mailserver, Reduntant Fileshare, Webserver, and more.
- » Ensure personal server operates both redundantly and securely

Skills

IT Skills

- » Web Development
- » CyberSecurity
- » DevOps
- » 1st Line Technical Support
- » Git and Jira Experience
- » Networking

Language Experience

- » Python
- » JavaScript
- » PHP
- » C#

Other Skills

- » Advanced Math
- » Leadership
- » Design