## **Education**

**BSBA in CIS - Cybersecurity: Computer Information Systems - University of Louisville, Louisville, KY**Graduation Date: May 2025  
Current GPA: 3.96  
• Deployed & managed an active directory system with user and group permissions in Windows Server  
• Collaborated with an Agile team to develop a secure web system for a non-profit organization  
• Performed malware analysis within a sandbox VM for reverse engineering and incident response purposes  
• Analyzed network traffic with Wireshark and Splunk to search for indicators of compromise

**Security+ Certification (SY0-701) – CompTIA**Date of Completion: March 14, 2025

## **Experience**

**IT Intern General 2, Desktop/End User Support – Humana Government Business, Inc. - Louisville, KY**January 2024 - Current  
• Resolved 700+ tickets with ServiceNow’s ticketing system to assist end users with the DoD TRICARE T5 transition  
• Assisted 200+ end users with the onboarding process via new hire calls and software/hardware provisioning  
• Coordinated with leaders and human resources to assist with equipment recovery from 150+ termed end users  
• Collaborated as an Agile team to efficiently refresh hardware for 250+ associates in 2025. Focused on seamless transitions  
• Assisted the systems engineering team with migrating to M365 & Microsoft Azure Cloud Infrastructure by testing implementations and resolving troubleshooting tickets from end users after deployments

**National Cyber League Participant – Cyber Skyline, Remote**Fall 2024 Season  
• Completed 50% of individual game challenges related to OSI, cryptography, password cracking, log analysis, forensics, reconnaissance, and exploits within application & website code.

**IT Technical Support – BeneSolve, LLC - Louisville, KY**August 2021 – January 2024  
• Assisted family-owned business with IT-related technical issues  
• Setup equipment ensuring proper installation of cables, operating systems and appropriate software.  
• Restored performance by repairing and troubleshooting hardware, software and equipment.

## **Skills**

**Soft Skills**: Critical Thinking, Effective Communication, Time Management, Agile Methodology, Collaboration, Problem Solving, Troubleshooting, Adaptability, Proactivity

**Technical Skills**: Microsoft Azure, Computer Networking, SQL, C#, Python, Wireshark, Microsoft Windows, Kali Linux, Unix, Active Directory, Splunk, Tcpdump, ServiceNow, HTML/CSS, Metasploit, Docker, Virtual Machines, MFA, Visual Studio 2022, VDI Support, Camtasia

**Languages**: English (Native), Spanish (Intermediate)