## **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 OS  
• 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 Military - Louisville, KY**January 2024 - Current  
• Resolved 700+ incident tickets with ServiceNow’s ticketing system to assist end users with the DoD TRICARE T5 transition  
• Obtained a U.S. government Public Trust Clearance to ensure compliance & support sensitive IT operations  
• 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  
• Assisted 300+ 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  
• Provided support during the transition from hardware phones to Avaya Agent for Desktop (software-based VoIP solution)  
• Collaborated with the Azure Cloud engineering team to replace Duo authenticator with Windows Hello for Business to simplify end user authentication and strengthen password security across the organization.

**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, Entra ID, Microsoft Intune

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