Justin R. Lew

✉ justinlew1000@gmail.com   📱 (718) 506-6340

https://justinrlew.github.io/index/

https://www.linkedin.com/in/justinrlewtech/

A highly motivated graduate with a degree in Cybersecurity and Information Assurance. Certified in multiple CompTIA tracks (PenTest+, CySA+, Security+, etc.), with hands-on experience in IT support, help desk troubleshooting, and web development. Possesses excellent communication skills and a proven ability to work well in a team. Highly adaptable with a customer-centric mindset, and ready to apply technical knowledge while further developing cybersecurity expertise.

Bachelor of Science, Cybersecurity and Information Assurance

Western Governors University, Graduate of the Class of 2024

Experience

IT Support *Queens College, City University of New York (May 2024 – Aug 2024)*

Collaborated closely with the IT team to perform regular system maintenance, manage inventory, and strengthen network security

- Assisted students with basic troubleshooting, hardware setup, and software installations

- Provided users with concise and easy-to-understand explanations of technical issues or solutions, improving user satisfaction by 15%

- Partnered with IT team members to resolve user issues

- Assisted in software installations on 100+ devices, ensuring proper functionality and reducing downtime by 25%

Help Desk Assistant *Queensborough Community College (Jan 2024 – Apr 2024)*

Provided technical support to users by troubleshooting hardware, software, and network issues, ensuring timely resolution of IT problems

- Provided friendly and professional assistance to user queries via phone, email, and Help Desk ticketing system

- Troubleshooted common technical issues, such as password resets, connectivity issues, and software malfunctions

- Handled an average of 30+ user tickets per day, resolving 90% of issues within the first contact

Web Development Assistant *City Fresh Market (Sep 2023 – Dec 2023)*

Assisted in designing and maintaining websites to improve site functionality and user experience

- Assisted in website design, updates, and maintenance

- Implemented HTML, CSS, and basic JavaScript

- Optimized images and media on the website, leading to a 20% decrease in page load times

Data Entry/Database Management Assistant *LY New York Hotel (May 2023 – Aug 2023)*

Applied strong attention to detail and proficiency with database systems and spreadsheets to support smooth data operations

- Assisted data input for over 1,000 database records with 98% accuracy, significantly improving data retrieval times

Certifications

- CompTIA PenTest+ *(Aug 2024)*
- CompTIA CySA+ *(Jun 2024)*
- CompTIA Security+ *(Oct 2023)*
- CompTIA Project+ *(Apr 2024)*
- CompTIA Network+ *(Sep 2023)*
- CompTIA A+ *(Jul 2023)*
- ITIL 4 Foundation - IT Service Management (GR671577319JL) *(Oct 2023)*
- ISC2 SSCP: Systems Security Certified Practitioner *(Feb 2024)*
- LPI Linux Essentials *(Dec 2023)*

Extracurricular Activities

- **Cyber Club**
  Member, *actively participated in discussions and practiced hands-on cybersecurity concepts*

Awards & Achievements

- **Excellence Award**
  Awarded for exemplary work in Managing Information Security coursework

Technical Skills

- Programming Languages: Python, Linux, SQL
- Web Development: HTML, CSS, JavaScript
- Microsoft Office

Tools

Network Monitoring & Analysis

- Wireshark
- Nmap

Firewall & Intrusion Detection

- pfSense
- Cowrie

Vulnerability Scanning & Exploitation

- Metasploit
- Nessus
- OpenVAS

Password Cracking & Authentication	SIEM	Phishing & Security Awareness
• Hydra	• Splunk	• GoPhish
• John the Ripper		• Have I Been Pwned
• Hashcat		

Projects

1) Personal Firewall & Network Monitoring

   a. Developed a personal firewall and network monitoring system to detect and analyze incoming traffic for potential security threats.

2) Brute-Force Attack Simulation

   a. Simulated brute-force attacks to test system vulnerabilities and assess the effectiveness of password policies.

3) Honey Pot – Creation & Deployment

   a. Deployed a honeypot system to attract and monitor malicious activities, enhancing cybersecurity defenses.

4) Phishing Simulation Tool

   a. Built a phishing simulation tool to assess and improve user awareness against phishing attacks.

5) Password Strength Checker

   a. Created a password strength checker to evaluate and enforce robust password policies, enhancing user security.

Languages

- English
- Spanish
- Chinese