

# Justin R. Lew

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

<https://www.linkedin.com/in/justinrlew/>

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 Project+ (*Apr 2024*)
- CompTIA CySA+ (*Jun 2024*)
- CompTIA Network+ (*Sep 2023*)
- CompTIA Security+ (*Oct 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
- Microsoft Office
- Web Development: HTML, CSS, JavaScript

### **Tools**

#### Network Monitoring & Analysis

- Wireshark
- Nmap

#### Firewall & Intrusion Detection

- pfSense
- Cowrie

#### Vulnerability Scanning & Exploitation

- Metasploit
- Nessus
- OpenVAS

### Password Cracking & Authentication

- Hydra
- John the Ripper
- Hashcat

### SIEM

- Splunk

### Phishing & Security Awareness

- GoPhish
- Have I Been Pwned

## **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