KHANH N LE

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SKILLS

- **Operating Systems:** Windows, Linux, macOS, iOS, Android, Raspberry Pi OS, Ubuntu, Chrome OS, and Fedora.
- **Networking:** TCP/IP, DNS, DHCP, VLANs, VPN, Subnetting, Network Topologies Routing Protocols, Network Monitoring
- **Security:** Firewalls, IDS/IPS, DDoS Protection, SSL/TLS Encryption, Antivirus and Antimalware, Security Information and Events
- **Hardware:** PC Assembly, Troubleshooting, Upgrades, Hardware Diagnostics, Peripheral Setup and Configuration, Storage Solutions

PROJECTS

Custom Business Email Setup and DNS Configuration   June 2024 - June 2024

- Configured and managed DNS records for effective email routing and security, resulting in a 30% reduction in email bounce rates.
- Ensured reliable email communication through professional email services, achieving a 99.9% uptime.
- Enhanced email security and efficiency, reducing spam emails by 50% and improving email deliverability rates by 20%.

Cloudflare Management and Optimization   June 2024 - June 2024

- Managed and optimized Cloudflare services to enhance website security, performance, and reliability, reducing downtime by 40%.
- Configured DNS settings and implemented security features like DDoS protection resulting in a 50% decrease in security incidents.
- Leveraged CDN capabilities to improve website load times and user experience, achieving a 30% reduction in average page load time.

Home Network Implementation of Network Hardening   January 2024 - Feburary 2024

- Implemented network hardening techniques in a home network, resulting in a 60% reduction in unauthorized access attempts.
- Configured and optimized firewall rules, ACLs, and IDS/IPS to protect against cyber threats, reducing false positives by 30%.
- Applied encryption protocols and VLAN segmentation to secure data and IoT devices, improving network performance by 20%.

Home Lab for Cybersecurity Learning   September 2022 - January 2023

- Developed and maintained a dedicated home lab environment for hands-on cybersecurity and IT experience
- Set up virtualization platforms (VMware, VirtualBox) for isolated testing environments, enhancing system security by 40%.
- Installed and configured penetration testing tools (Kali Linux, Metasploit) for ethical hacking and vulnerability assessments.

Raspberry Pi Network Wide Adblocker   September 2021 - August 2021

- Enhanced security and efficiency by filtering out unwanted ads and tracking domains, achieving a 25% reduction in overall network traffic.
- Reduced overall network traffic by approximately 25% and improved browsing speeds for all connected devices.
- Achieved over 95% effectiveness in blocking ads and tracking scripts, blocking over 1,000 ads within the first month of deployment.

Professional Portfolio Website/Domain Management   January 2021 - September 2023

- Managed a portfolio website and custom domain to showcase skills, and projects effectively, increasing visitor engagement by 40%.
- Ensured high availability and security through regular maintenance and CMS updates, achieving 99.9% uptime.
- Implemented design improvements for a user-friendly experience, leading to a 30% increase in average session duration.

CERTIFICATIONS

- **CompTIA A+**   June 2024 - June 2027

EDUCATION

Bachelors in Computer Science, University of Houston   Expected June 2025

Cumulative GPA: 3.1

Associates of Applied Science, Houston Community College   August 2019 - July 2023

Cumulative GPA: 3.5

EXPERIENCE

Target, Sugar Land   August 2022 - January 2024
Speciality Sales Tech Advocate   *Houston, TX*

- Achieved a 20% increase in customer satisfaction by effectively assisting over 300 guests weekly in selecting the right tech devices for their needs.
- Led the implementation of a new organizational system, resulting in a 15% improvement in customer satisfaction as reflected in weekly surveys.
- Worked with the company's customer service model to meet and surpass customers' expectations and increase brand experience and sales.