

# Madelyn Krieg

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Personable and dependable individual with a solid background as a Student Employee. Proven track record in managing responsibilities efficiently, contributing to project success, and supporting team initiatives. Consistently demonstrated strong organizational and communication skills as well as solid understanding of customer service principles and computer skills.

## Experience

Southern Illinois University - *Carbondale, Illinois*

October 2023 - August 2024

### **Desktop Support Triage**

- ❖ Provided technical support to end-users by troubleshooting hardware, software, and network connectivity issues.
- ❖ Responsible for providing user support in designated areas, such as desktop support, printer management, computer file management, Teams support, and other designated specialties.
- ❖ Installed, configured, and maintained peripheral devices (printers, scanners, monitors, etc.)
- ❖ Responded to support tickets via Tikit in a timely manner to ensure user satisfaction.
- ❖ Logged and tracked support requests, escalating issues when necessary to senior staff.
- ❖ Supported application and system usage and performed troubleshooting tasks to improve performance.
- ❖ Delivered remote and in-person support, guiding users through technical problems with clear, non-technical explanations.
- ❖ Utilized Quick Assist to support users remotely.
- ❖ Collaborated with senior IT staff to escalate complex issues and contribute to root cause analysis for recurring incidents.
- ❖ Installed and ensured functionality of distributed software licenses.
- ❖ Maintained file system archives by managing backup methodologies such as OneDrive.
- ❖ Supported user management of network ID accounts for regular access to SIU e-mail, HRSS, and training sites.
- ❖ Triageed to directly assist user needs across the SIUC campus.
- ❖ Demonstrated strong customer service skills, balancing multiple requests while maintaining a professional and helpful attitude.
- ❖ Gained hands-on experience with Windows OS and Microsoft Office.

Southern Illinois University - *Carbondale, Illinois*

October 2023 - January 2025

### **SalukiTech Solution Center Technical Associate**

- ❖ Assisted faculty, staff, instructors, and students in technical troubleshooting over the phone using Microsoft Teams (VOIP), in person, and using online chatting services such as Teams and tawk.to.

- ❖ Provided exceptional customer service through effective use of problem-solving, action, active listening, empathy, patience, clear communications with positive language, service knowledge and strong time management.
- ❖ Provided support for Microsoft Windows, Microsoft Office 365 (Word, Excel, PowerPoint, Outlook, Teams, OneDrive, etc.), MacOS, and various Linux distributions, ensuring smooth user experience and system functionality.
- ❖ Analyzed incidents using Incident Management as to when to further escalate issues to full time staff and differing Information Technology departments based upon the needs of the user and the requests urgency.
- ❖ Utilized Tikit (ITSM) to create requests for students and staff concerning their needs.
- ❖ Used an Enterprise Identity Management system to verify user identity.
- ❖ Contributed ideas, encouragement, constructive criticism and exhibits esprit de corps as a team member and colleague including providing backup for the solution center team lead when needed.

Southern Illinois University - *Carbondale, Illinois*

January 2025 - Current

### **Information Security Student Employee**

- ❖ Performed risk analysis on real-world cyber threats with Microsoft Defender to determine the severity and necessary actions needed to remediate the threats.
- ❖ Conducted vulnerability assessments and provided recommendations for remediation.
- ❖ Continuously monitored security operations to detect and respond to security incidents
- ❖ Oversaw the management of email security solutions to prevent phishing and other email-based threats.
- ❖ Utilized SIEMs and SOARs to view data related to cyber threats.
- ❖ Used Tikit (ITSM) to respond to student and staff issues in a timely and efficient manner.
- ❖ Work in a team environment to maintain high levels of productivity.
- ❖ Maintain security documentation for audit and compliance purposes
- ❖ Utilized an Identity Access Management Tool to create and reinstate user accounts
- ❖ Created and managed incidents using ITSM tools for compromised accounts.
- ❖ Used Incident Management skills to respond to tickets in a timely and efficient manner.

Southern Illinois University - *Carbondale, Illinois*

June 2025 - August 2025

### **Information Security Intern**

- ❖ Supported internal investigations into potential policy violations or unauthorized access attempts, gathering evidence as required by legal or HR departments.
- ❖ Performed regular audits on user accounts, ensuring adherence to access control policies and procedures.
- ❖ Assisted with the evaluation of new security technologies, researching products, features, and effectiveness before implementation into company infrastructure.
- ❖ Utilized an Identity Access Management Tool to create and reinstate user accounts

- ❖ Analyzed forensic data from cyberattacks to determine origin, impact, scope, remediation steps needed.
- ❖ Conducted security audits to identify vulnerabilities.
- ❖ Reviewed system logs for suspicious activities, aiding in the timely detection and resolution of potential breaches.

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## Education

Auburn High School - *Rockford, IL*

May 2023

### High School Diploma

- ❖ 3.83 GPA
- ❖ Honor Roll
- ❖ AP Coursework

Southern Illinois University - *Carbondale, IL*

Anticipated May 2027

### Bachelor of Science in Information Technology and Cybersecurity Technology

Relevant Course Work:

- ❖ Operating Systems
- ❖ Programming I & II
- ❖ Security Fundamentals
- ❖ Network Fundamentals
- ❖ Security Analysis
- ❖ Enterprise Security

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## Skills

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|--------------------------------|----------------------|---|
| ❖ Linux Distros (Mint, Ubuntu) | ❖ Microsoft Defender | ❖ Wireshark   |
| ❖ Microsoft Office             | ❖ Azure Entra ID     | ❖ pfSense   |
| ❖ SIEMs and SOARs              | ❖ Sentinel           | ❖ VMware  |
| ❖ ITSM Tools (Tikit)           | ❖ Splunk             | ❖ Languages: Python, Java, KQL, Powershell, HTML, and CSS |