WILLIAM DEDOMINICO

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EDUCATION

The University of Texas at San Antonio
BBA - Dual Major in Cyber Security and Information Systems Expected Graduation: December 2026
3.4 GPA

EXPERIENCE

Technical Support Advisor - Apple, San Antonio, Texas May 2024 - January 2025

- Provided technical support for Apple products, troubleshooting over 30+ software, hardware, and network issues daily, enhancing resolution efficiency and customer satisfaction, along with customers' security-related concerns, including password management, account security settings, and phishing attempts
- Collaborated with cross-functional teams to escalate and resolve complex technical issues, along with contributing a 45% improvement in resolution time and 100% Customer Satisfaction score

Cyber Operations Intern - Texas Department of Public Safety, Austin, Texas July 2022 - August 2022

- Developed and executed simulated phishing attacks within a network to assess security vulnerabilities and enhance staff awareness
- Utilized Splunk Enterprise and Splunk SOAR to monitor and analyze security events, helping identify anomalies and improve efficiency of threat detection and response
- Managed and configured firewall systems, web content filtering, secure email gateways, IPS/IDS, and proxy services, including Fortinet, Palo Alto, Cisco systems, and the Cherwell Service Management

CERTIFICATIONS

CompTIA Network+
Google Cybersecurity
App Development with Swift Certified User
HTB Certified Penetration Testing Specialist [In-Progress]

TECHNICAL SKILLS

Programming Languages - Java, Swift, C#, C++, Python, Bash, SQL, JavaScript, TypeScript, and Lua
Program Experence - Microsoft Office, Nmap, gobuster, Burp Suite, gnu tools, and other common Kali tools
Operating System Experence - Windows, Linux/UNIX, OpenBSD, MacOS
Best In Computer Science Department Award, Cedar Park High School, 2023

PROJECTS

Cyber Range HomeLab: Set up a Proxmox cluster with a cisco router and refurbished enterprise servers to simulate vulnerable Windows machines and Kali attack machines. Allowing for triage of any malware or vulnerability assessment in a LAN environment

3D Printed Satellite Antenna: Created custom antenna's to capture downlink of NOAA and GOES weather satellite data in the L-Band range. Utilizing CAD designed antennas coupled with a software defined radio to demodulate and process satellite imagery

ML Real-Time Health Analyzer [Melody Match]: Co-created an AI/ML heartbeat analyzer application detecting stress levels and plays suggested music based on predicted data. The project utilized the ESP8266's onboard WIFI to transmit live data to an IOS application

RELEVANT COURSEWORK

- Programming Languages I & II
- Telecommunications and Networking
- Operating Systems Security
- Intrusion Detection and Incident Response