

# NICK HODGES

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## Objective

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I am a Cybersecurity student seeking a summer internship to apply my technical skills and passion for information security. Proficient in Windows system administration and networking, with hands-on experience protecting against active red team attacks. I am eager to learn and collaborate in a dynamic cybersecurity environment.

## Education

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Southeast Missouri State University <b>Bachelor of Science in Cybersecurity 3.5 GPA</b> <b>Minor: Networking</b>	Cape Girardeau, MO August 2022 - Present
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Cape Girardeau Career & Technology <b>Computer Networking and Security</b>	Cape Girardeau, MO August 2021 - May2022
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## Technical Skills

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| <ul style="list-style-type: none"><li>• NIST compliance</li><li>• Windows System Administration</li><li>• Network Administration</li><li>• Technical Writing</li></ul> | <ul style="list-style-type: none"><li>• Endpoint Security</li><li>• Security Policies &amp; Access Control</li><li>• Active Directory Management</li><li>• M365 Administration</li></ul> |
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## Relevant Work Experience

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<b>Southeast Missouri State University</b> <i>IT Help Desk</i>	Cape Girardeau, MO May 2023 – Present
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- Provide first-line technical support to university faculty, staff, and students
- Assist with password resets, account management, and common Windows-related issues
- Accurately documented and logged support tickets to facilitate efficient problem resolution
- Escalate complex issues to higher-level technicians for further investigation
- Wrote Knowledge Base articles to assist customers and other technicians

<b>Spectrum Brands</b> <i>Information Technology Intern</i>	Earth City, MO May 2024 - August 2024
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- Provided level 2 IT support to Spectrum Brands employees and contractors
- Specialized in supporting Windows systems, M365 products, SAP, and Citrix
- Led a significant project to upgrade employee workstations from Windows 10 to Windows 11
- Coordinated the efficient disposal of old devices through e-waste recycling
- Maintained 99% SLA compliance
- Improved Microsoft Autopilot device provisioning process

<b>Cape Communications</b> <i>Networking / Telecom Intern</i>	Cape Girardeau, MO March 2023 - August 2023
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- Specialized in troubleshooting and repairing PBX systems to restore telecommunications services
- Performed hands-on network installation tasks, including running CAT6 cables through ceilings and walls
- Terminated cables using punch-down techniques to connect to patch panels and wall jacks
- Installed and configured RFID based access control systems
- Provided technical support to customers experiencing outages