

Nickolas J Martin

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PROFESSIONAL SUMMARY

Experienced IT professional with expertise in enterprise system deployment, technical support, and cybersecurity. Holds a Bachelor of Science in Computer Science and certifications including CompTIA Security+ and Google Cybersecurity Professional. Skilled in endpoint management, threat analysis, user awareness initiatives, and IT infrastructure support. Known for rapid learning, self-motivation, and a collaborative approach, with a dedication to continuous improvement in IT and security operations.

SKILLS

- Endpoint Deployment & Refresh, Device Lifecycle Management, Asset Inventory Management, Epic Go-Live Support.
 - Infrastructure Decommissioning, Active Directory, Ivanti, Threat Analysis, Security Awareness, Log Analysis.
 - Hardware & Network Troubleshooting, TCP/IP, DNS, Wireshark, Windows, Linux, Python, Jira.
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EDUCATION

University of Massachusetts Dartmouth

Bachelor of Science in Computer Science, Cybersecurity Concentration

December 2024

Relevant Coursework: Computer Networks, Digital Forensics, Information Systems Security

EXPERIENCE

Brown University Health, Fall River, MA

March 2025 – Present

IT Systems Support Specialist

- Audited, refreshed, and deployed nearly 5,000 enterprise endpoints (Desktops, Laptops, Phones) across multiple locations.
- Supported Epic cutover and Go-Live, performing technical validation, peripheral testing, and end-user support.
- Decommissioned legacy network and server infrastructure (Switches, Firewalls, UPS, Servers).
- Managed local site asset inventory, ensuring accurate tracking and efficient device deployment.
- Resolved hardware, network, and access issues using Active Directory and Ivanti.
- Coordinated with department managers to schedule and execute end-user device deployments with minimal business disruption.

Notable Accomplishments:

- Recognized by stakeholders for flexibility, technical skills, collaboration, and the ability to solve problems creatively. Including ability to assimilate the layout of complex, multi-building locations.

Copyright Clearance Center, Danvers, MA

June 2024 – August 2024

Cyber Security Analyst Intern

- Developed queries to detect and identify misused binaries, resulting in reduced undetected threats across endpoints.
- Researched, analyzed, and presented threats to leadership to highlight potential security gaps.
- Supported ISO 27001 compliance by creating an organization-wide data labeling system.
- Conducted simulated phishing campaigns to increase Cyber Security awareness.

Best Buy, Dartmouth, MA

November 2018 – July 2022

Computer Sales & Technical Support

- Interacted with clients to deliver tailored recommendations on computer and network systems, contributing to enhanced customer satisfaction.
- Identified and addressed hardware, software, and network connectivity concerns efficiently.
- Instructed both customers and colleagues regarding product features and usage through effective and accessible communication.

CERTIFICATIONS

CompTIA Security+ (SY0-701) – May 2025

Google Cybersecurity Professional – Coursera, 2024

TryHackMe Cyber Security Learning Path – 2022

PROJECTS

Global Malicious IP Intelligence Heat Map (Ongoing)

Creating a threat-intelligence visualization tool that aggregates malicious IP activity, enriches indicators, and highlights high-risk geographic hotspots via a dynamic world heat map.

Tools: Python, HTML, React, CSS
