

Nicole Bencosme-Gil

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Summary

Result-driven CS student passionate about Computer Science, Software Engineering, and Cybersecurity. Excels in dynamic environments, delivering exceptional results while demonstrating strong problem-solving and leadership abilities. Customer-focused Desktop Technician with a proven track record of building lasting relationships.

Education

KEAN UNIVERSITY — Union, NJ, 07083 | Expected Graduation May 2026

Hennings College of Science, Mathematics and Technology

Major: Computer Science

GPA: 3.8, Dean's List

Work Experience

KEAN UNIVERSITY — Union, NJ, 07083 | January 2023-present

Office of Computer & Information Services | Desktop Support Technician- Student Worker

- Handle Level I and II support issues and aid fellow technicians.
- Troubleshoot, diagnose and resolve various computer issues.
- Install and configure software or hardware.
- Perform and lead special tasks assigned by supervisor and manager.
- Installed computers, printers, copiers, and other IT equipment, ensuring proper setup and configuration.
- Installed operating systems and relevant software on various devices.
- Conducted system testing and troubleshooting to ensure functionality and resolve any technical issues.
- Knowledgeable in implementing appropriate security measures, including data protection, system backups, and malware prevention, to safeguard systems and maintain data integrity.
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WELLS FARGO BANK – Roselle, NJ, 07203 | January 2023 – January 2024

Teller

- Greet customers with professionalism, friendliness, and courteous demeanor.
- Balance the cash drawer and maintain full accountability for assigned cash.
- Complete financial transactions, including deposits, withdrawals, and loan payments.
- Utilized banking software to record transactions, verify customer account information, and generate transaction receipts.
- Skillfully operated various IT systems integral to banking operations, ensuring seamless transaction experience, account management, and customer record maintenance.

KEAN UNIVERSITY — Union, NJ, 07083 | January 2024-present

Office of Computer & Information Services | Student Security Operations Analyst

- Conducted comprehensive vulnerability assessments and penetration tests to identify security weaknesses within the organization's IT infrastructure.
- Provided support in the development and delivery of security awareness training programs to educate employees on cybersecurity best practices and emerging threats.
- Assisted in the research and evaluation of new security technologies and products to enhance the organization's defense capabilities.
- Collaborated with IT and cybersecurity teams to perform security audits and compliance checks against industry standards.
- Assisted in the management and monitoring of security solutions, including firewalls, antivirus systems, and intrusion detection systems, to protect against unauthorized access and potential threats.

Projects

- Online Bank Managing System
- Personal Portfolio Website

Skills & Abilities

TECHNICAL

- Skilled in programming and web development languages, including JavaScript and Java.
- Proficient in troubleshooting remote access issues using BeyondTrust
- Capable of imaging organization computers through PxE boot or USB
- Experienced in extensive troubleshooting of Microsoft Windows 7-10 & Mac operating systems.
- Java, Java Script, Python, HTML

NON-TECHNICAL

- Communication skills, Independence and self-discipline, Reliable, Creative thinking
- Strong problem-solving skills, Time-management skills, Organizational skills, Leadership skills
- Team Player, Attention to detail, English-Advanced, Spanish-Advanced