

NOI HOUANGVAN

{address}

{phone number}

{email}

{LinkedIn}

OBJECTIVE

Certified and current IT undergrad with cyber and network security background. Completed hundreds of classroom hours in threat detection, mitigating, and vulnerability scanning.

EDUCATION

CLAYTON STATE UNIVERSITY

BACHELOR OF INFORMATION TECHNOLOGY

MORROW, GA

EXPECTED GRADUATION FALL 2020

GEORGIA INSTITUTE OF TECHNOLOGY

CERTIFICATE OF PROGRAM COMPLETION – CYBER AND NETWORK SECURITY

ATLANTA, GA

NOVEMBER 2019

EXPERIENCE

ATLANTA, GA

2014 – PRESENT

PHOENIX STAMPING, TIER 4 LEADER

- Supervise a team of 2 or 4 operators
- Performing quality check on parts with protractor and caliper
- Provide administrative duties including creating job travelers and filling out paperwork for end of shift report

ATLANTA, GA

2011 – 2012

NCR – VOLT CONTRACTOR, HELPDESK AGENT & CUSTOMER CARE ANALYST FOR AT&T

- Handled a high amount of inbound calls (globally), between 30 – 50 calls in queue (daily)
- Acknowledged customer inquiries and dispatch technicians to resolved issues efficiently and professionally
- Utilized multiple call center support applications to assisted customers and agent

SKILLS

- Programming Languages: HTML5, CSS3, JavaScript, Python, PHP, MySQL
- Operating Systems: Windows, MacOS, Linux
- Relevant Coursework: Threat Detection/ Mitigation, Cryptography, Network & Application Traffic – Wireshark/ Splunk, Vulnerability Scanning, Metasploit/ Kali Linux/ Burp