Patrick Mitchell

IT support specialist

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Soon to be graduate Cybersecurity student with 2 months of experience as a GenCyber camp counselor and 2 years as a CIS student

Experience

GenCyber Camp Counseler · Lake Superior College & NSA · Duluth, MN, USA(contract)　　　　May '24 - Jun '24

- Led a group of 5 students teaching them about cybersecurity best practices and how to keep end users and themselves safe
- Collaborated with fellow camp counselors and professors to support 40+ end users/students with programming, CTF, cybersecurity scavenger hunt, VR, and arduino low level programming
- Re-imaged computers and assisted students installing windows and linux in vms, as well as assisting with issues such as 5 plus with corrupt iso images and ensuring a 100 percent success rate in troubleshooting and reinstalling the VM
- Collaborated with team using onshape and tinker cad CAD software to compose a model of our team logo. We created an stl file and transferred it to slicing software allowing in a 100 percent success rate in printing our logo
- Helped professors with tasks such as creating a bonus Arduino lab, setting up a pi-hole server on a raspberry pi, and co-managing 9 meta quest VR headsets as well as writing documentation on the VR headsets approved experiences

Delivery Driver/Customer support · DoorDash · Duluth, MN, USA　　　　Feb '22 - Apr '24

- Improved customer satisfaction by ensuring quick deliveries and support of products to over 3,000 customers
- Enhanced delivery efficiency by optimizing routes using GPS navigation and mapping tools producing a 20 percent delivery increase
- Provided excellent user support and troubleshooting within the dasher app such as issuing refunds, contacting restaurants, and communicating and updating clients keeping a 4.9 rating
- Achieved a 95 percent completion rating of over 3,500 successful orders to customers

Projects

Capstone Project • github.com/PatMitchell-Tech/Capstone-MalwareAnalysisProject • Malware Analysis Project　　　Apr '24

Honey Pot Analysis • github.com/PatMitchell-Tech/Honey-Pot-Analysis-Project • OSINT　　　Feb '24

Skills

Active Directory · Computer Re-imaging · end-user support · Firewall Configuration · HTML-5 · Incident Response · Intrusion Detection · Linux Server Administration · Python · Server virtualization · Windows Server Administration

Websites

Network Security Portfolio:　　　patmitchell-tech.github.io/
Github:　　　github.com/PatMitchell-Tech

Education

Lake Superior College | Associate's Degree　　　　Grad Dec '24
Associate of Applied Science: Cybersecurity And Network Administration