

Patrick Mitchell

IT Support Specialist

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github.com/PatMitchell-Tech

About

Network Administration & Cyber Security Student with two years of experience in customer support. Offers skills in end user support, de-escalation, active directory, windows & Linux system administration.

Experience

Delivery Driver/Customer Support · DoorDash

Feb '22 - Present

- Improving customer satisfaction by ensuring timely and accurate deliveries of products.
- Enhancing delivery efficiency by optimizing routes using GPS navigation and mapping tools.
- Ensuring customer satisfaction by completing over 1500 orders.
- Demonstrating exceptional time management skills in consistently meeting tight deadlines without compromising quality or safety.

Education

Lake Superior College | Associate's Degree

Grad Dec '24

Associate of Applied Science: Cybersecurity And Network Administration

Projects

Capstone Project · github.com/PatMitchell-Tech/Capstone-MalwareAnalysisProject · Malware Analysis

Apr '24

- Performed extensive research on Ransomware, Keyloggers, SSH brute force programs, Phishing programs, and Email spamming programs.
- Performed simulated phishing test on two emails for a fake company.
- Developed various forms of malware in python and executed them in a testing environment to analyze the results and find IoCs.
- Disconnected malware infected endpoints from the network to comply with best practices.
- Performed Data recovery by restoring the virtual machines from clean snapshots.

Gemini AI project · (Fake company) Money Management Inc.

May '24

- Queried information out of datasets containing financial information from fictitious struggling companies using Gemini AI to find debt amount, operation costs, D/E ratio, and COGS.
- Worked closely with group partners to assist with roadblocks to success and creating customer reports
- Created fake dataset of COGS, Operating costs, Debt, and D/E ratio for my fictional cybersecurity company Byte-fence.

Skills

Risk Assessment · Active Directory · Computer Re-imaging · Linux Administration · Python · Incident Response · Disaster Recovery Planning · end-user support · Intrusion Detection

Links

IT Portfolio

patmitchell-tech.github.io/