

# CHARLES POOLMAN

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## SKILLS SUMMARY

Experienced Computer Programming Languages: Python, C++, HTML

Other Known Languages: Java, JavaScript, Typescript, CSS, SQL

Microsoft Tools: Defender, Azure, Sentinel, Excel, PowerPoint, Word

Other Tools: Abnormal Security, Tenable

## WORK EXPERIENCE

### Information Security Analyst (Intern), Burns & McDonnell, Kansas City, MO

May 2024 – Present

Security Operations (SecOps)

- Incident Response
- Vulnerability Management
- Created/Reviewed/Revised - Playbooks & Documentation

Governance, Risk, and Compliance (GRC)

- Created/Reviewed/Revised – Documentation
- Phishing Campaigns - Company Wide
- Cyber Awareness Training - Company Wide
- Admin Consent Requests (New Applications)

Experienced Tools:

- Microsoft Defender, Microsoft Azure, Microsoft Sentinel

Other Tools Used:

- Abnormal Security, Tenable, ServiceNow (Service Desk Tickets), VirusTotal, IP-API, GeoPeeker, Browserling

### Sales Representative, Moxie Pest Control, Fairfield, OH

May 2022 – August 2022

- Sold \$70,000 in Pest services over 3 months. Negotiated win-win solutions during sales meetings, accommodating customer needs while maximizing company profits.

## EDUCATION

### Bachelor of Science in Computer Science, Concentration in Cybersecurity

Expected: May 2025

University of Arkansas, Fayetteville, AR

- Senior
- Cyber Hogs – Member
  - NSA Codebreaker Challenge 2023
- Beta Upsilon Chi – Member, Concert Coordinator, Assistant to the VP, Small Group Leader
- Classes:
  - Information Security, Software Engineering, Computer Networks, Programming Paradigms, Operating Systems, PF 1&2, Combinatorics, Linear Algebra, Discrete Math, Calculus 1&2

## PROJECT EXPERIENCE

### Secure Script Utilization Framework

June 2024

- Developed and implemented a process for safely utilizing user-created scripts within the corporate environment. The process includes, but is not limited to vetting users and applications, performing code reviews, and managed software uploads to ensure security compliance and operational efficiency. Gained hands-on experience with industry-standard tools and practices in Security Operations and Governance Risk and Compliance.

### Personal Website

December 2023 - Present

- Developed and designed a professional personal website serving as a comprehensive portfolio, featuring my resume, recent projects, and contact information. Utilized HTML and CSS for seamless webpage construction and integrated JavaScript for enhanced user interactivity.

## LEADERSHIP/VOLUNTEER ORGANIZATIONS

### Volunteer/Leader, New Heights Highschool Youth Group, Fayetteville, AR

October 2023 – Present

- Cultivated a supportive environment by leading weekly meetings with 5-10 sophomore men, mentoring them with a Jesus-like mindset, and guiding their personal and academic development for success beyond high school.