

SEAN M. PITTERSON

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EDUCATION

Cornell University College of Arts and Sciences, Ithaca, NY
Bachelor of Arts in Information Science

May 2017

SKILLS

Working knowledge of: HTML, CSS, Python, Java, Swift, JavaScript, SQL, JQuery, PHP

PROFESSIONAL EXPERIENCE

Wizehive, Conshohocken, PA

September 2017 — Present

Implementation/Technical Support Specialist

- Effectively managed 35+ clients assisting in implementing their programs on a customizable software platform
- Scoped client requirements, managed client expectations, and assisted with the launch of 15+ first time programs
- Provided customer support and on-the-job training for new clients managing their programs through the platform
- Determined the appropriate method and conversion for data files to ensure accurate normalization of data
- Administered technical support for 500+ clients, which improved customer retention
- Scoped and outlined custom plugins in conjunction with development to meet customer requirements
- Modified CSS and Javascript for various clients to provide the proper functionality for their programs
- Collaborated with the development team to resolve over 200+ client technical support requests
- Documented and tracked system issues found by clients to support platform improvement efforts
- Facilitated the transition from paper to digital applications by documenting a structured implementation plan

Mediacom Communications Corporation, Blooming Grove, NY

Summer 2015 & Summer 2016

Network Security IP Networks Intern

- Ran vulnerability scans on internal network and used QRadar to monitor company networks for threats and attacks
- Installed software and hardware to manage firewalls, as well as configured switches via CLI for the data center
- Monitored production network and generated change requests as needed
- Pitched a cloud storage solution project to the CEO and provided recommendations on the internship program
- Implemented TACACS authentication on 40 network devices
- Mitigated vulnerabilities found in external audits and deployed security tools at the company data center

Project Management Intern

June — August 2014

- Helped project teams develop timelines to have better organization and hard deadlines to be held accountable for
- Created a beta site for a company presentation and assisted with development of other websites
- Implemented Liquid planner tool to track projects and ensure that employee time and resources are properly utilized

Olin Library, Cornell University, Ithaca NY

Media Assistant

September 2013 – May 2017

- Organized and ensured security of media room inventory and assisted 30+ students with research projects.

LEADERSHIP AND INVOLVEMENT

Cornell Cybersecurity Club

Member

March 2015 – May 2016

- Utilized Linux tools to conduct penetration testing and transitioned to using Kali Linux
- Practiced spoofing attacks, remaining anonymous, and port scanning

Link Men's Alliance

President

September 2015 – May 2016

- Spearheaded community leadership projects
- Successfully developed programs and events that support member interest
- Organized activities that fostered professional and social development
- Collaborated with other executive board members to secure funding for club events

Activities

Emma Bowen Foundation Alum, VFA Fellow