SIMON KUESTER

IT Support Specialist | Help Desk Technician

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EDUCATION

University of North Georgia   *Dahlonega, GA*
Bachelor of Science in Cybersecurity
GPA: 3.84 / 4.0 | Dean's or President's List (2022-2025)
Relevant Coursework: Network Security, Operating Systems, Applied Cybersecurity, Script Programming

CERTIFICATIONS

CompTIA A+, August 2025
Google Cybersecurity Professional Certificate, September 2023

PROJECTS

Enterprise Network Security & Segmentation Lab
- Designed and secured a 6-VM enterprise lab over a 12-week semester, transitioning from an insecure flat network to a hardened segmented architecture
- Implemented 3 VLANs and ~40 pfSense firewall rules to enforce least-privilege access and reduce attack surface
- Hardened Active Directory by implementing strong password and account lockout policies, restricting administrative privileges, and separating domain controller and file server roles
- Integrated Snort IDS and Wazuh SIEM to centralize logging and improve visibility across servers, clients, and firewall infrastructure
- Validated security controls by performing Kali Linux attack simulations and confirming mitigations

Linux Server Administration & Automation Project
- Built and administered an Ubuntu Server-based home lab hosting a NAS, Plex media server, and VPN services with ~2 TB of storage
- Automated daily backup workflows using Bash scripts triggered on system shutdown, ensuring consistent data protection with minimal manual intervention
- Configured secure remote administration using Tailscale VPN, eliminating the need for exposed ports and improving overall access security
- Performed ongoing Linux system administration including storage management, service configuration, troubleshooting, and system monitoring
- Deployed, tested, and maintained all services to ensure stable operation and reliable availability

TECHNICAL SKILLS

Operating Systems & Networking: Windows 10/11, Windows Server, Linux, MacOS, Active Directory, TCP/IP, DNS, DHCP
Support & Administration: User Account Management, Password Resets, System Troubleshooting, Documentation
Tools and Scripting: PowerShell, Bash, Wireshark, Snort, Wazuh, Event Viewer, Remote Desktop

EXPERIENCE

Welocalize – Search Quality Rater (June 2024 - Present)   *Remote*
- Validated AI-generated content within a queue-based workflow, ensuring accuracy, relevance, and timely completion
- Researched authoritative sources to verify information and identify incorrect, incomplete, or misleading responses
- Documented findings clearly to support corrections and maintain quality standards