**Tricia FEatherson**

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***OBJECTIVE:***

I’m looking to utilize my skills in a field where I can further my knowledge, but also be able to show what I have learned.

***EDUCATION:***

**Tennessee College of Applied Technology – Shelbyville Campus September 2014 –December 2017**

Computer Information Technology

*Accredited by: CompTIA Education to Career, CompTIA Learning Alliance, EC Council, & Microsoft Training Academy*

2005 – Shining Star Computer Forensics Award

2011 – Computerworld Laureate (Honors Program)

2012 – TechTarget Innovation Award LMS

2012 – I.T. Leadership Award Winners; Leadership and Innovation

2013 – Shining Star LMS  
2014 – Career Technical Education (CTE) Excellence in Action Winner  
2014 – InfoWorld Nominee – Leadership

2015 – White House’s Celebrating Innovations in Career and Technical Education

2015 – US Department of Education Office of Career Education (OCTAE)

“Recognized for excellence, dedication, and leadership in Career Technical Education”

2016 – “State Leadership Playbook” – NRCCTE

2016 – The National Academies of Science-Engineering and Medicine

Strengthening the Disaster Resilience of Academic Research Communities

2016 – Recognized by TN State Governor’s Office and TN Department of Homeland Security

2016 – EdTech “Top 50 Educational Blogs”

2017 – TN Department of Education Advisory Committee for CTE and Information Technology

2017 – Six citations in NRCCTE’s Research Paper

2017 – Whitepaper with the National Academies of Science-Engineering and Medicine

2018 – SC Awards - Best Higher Ed Cyber Security program (nominee)

**Cascade High School August 2009 - May 2013**

Diploma

**Tennessee College of Applied Technology September 2014 – December 2017**

Diploma

***WORK EXPERIENCE:***

**Taco Bell March 2014 – Present**

Customer Service/Line Cook

***CERTIFICATES:***

PC Operator Certificate

Desktop Support Technician Certificate

Hardware Technician Certificate

Networking Technician Certificate

Wireless Specialist Technician Certificate

Security Specialist Technician Certificate

***CERTIFICATIONS:***

CompTIA A+ Certification -DoD 8570.1 – IAT Level I

Rackspace Cloud U

CWTS

Microsoft Specialist: Windows 7 Enterprise Desktop Support Technician

MTA Security Fundamentals

MTA Networking Fundamentals

***DIPLOMAS:***

Microcomputer Specialist

Network Specialist Diploma

IT Specialist

Information Technology and Infrastructure Management

IT Systems Coordinator

***SKILLS/ABILITIES:***

**Security**

Antivirus Advanced Security Software

IDS -Wireshark

-Snort IDS -Cain & Abel

-Netscan Firewall Configuration -Advanced Command Shell IPFire -Basic Penetration techniques Firmware updates -Basic Offensive/ Defensive Security measures.

**Hardware**

PC Desktop Assembly PC Monitoring & Maintenance

NASVoIP

Routers & switches PC Repair and Troubleshooting

Firewalls

**Software**

Troubleshoot Windows Microsoft Office 2003, 2010

Biometrics Video Conferencing

Remote Desktop/Remote Assist Firmware Installed

Encryption Software Macrium and Clonezilla Cloning Software

Virtualization/Virtual Box/ VMWare

**Servers**

DHCP/DNS Server ODBC (Open Database Connectivity)

Active Directory Local Security Policy

Roaming Profile Local Group Policy Editor

Remote Desktop Software Installing Application/Software

**Network Design and Deployment**

Configuring Wireless Access Points Router Configuration

Wireshark/NMap/DNS spoofing Block IP Address

TCP/IP CAT 5 Cabling (568 A/B)

VPNs VLAN

Network Topology/Design Subnetting

Windows Networks Hybrid networks

**Wireless**

Seamless roaming Troubleshooting wireless connectivity

Long distance bridging Wireless site survey

GPS location Configuring mesh topologies

Configuring wireless security Spectrum analysis

Updating firmware Protocol analysis

**Compliance**

Gramm-Leach-Bliley Act Red Flag

PCI-DSS Cyber Security Awareness

ISO 27000

***REFERENCES:***

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| Steve Mallard, MCT, CEI, CEH, CNDA Tennessee College of Applied Technology-Shelbyville Microsoft Certified Learning Consultant Record Retention Officer IT Manager - CIT Sr. Instructor  (931) 703-0113 |  |
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