

Tier 1 Technical Support Tier 1 Technical Support Graduated Maryville University with Bachelor's in Cyber Security December 2018 St. Louis, MO Work Experience Tier 1 Technical Support SomethingCool.com - St. Louis, MO November 2018 to January 2019 Monitor, prioritize, and assign incoming help desk tickets & dispatch team members Google and Office 365 account creation, deletion, and modification for email Gather information from clients and resolve client issues using remote connection software Active Directory creating and removing Windows accounts Answer support calls and provide technical guidance over the phone Document all support-related activities to know how to solve similar future problems Service Technician Apple Corps, Maryville University - St. Louis, MO August 2016 to December 2018 Address technical problems students are experiencing Work on and diagnose issues with students/faculty equipment (i.e. iPads, Computers, Printing Issues, etc.) Cyber Security Analyst Maryville Cyber Fusion Center - St. Louis, MO January 2017 to October 2018 Monitored companies websites and used various security tools to identify potential threats Conduct Pre-assessment (i.e. Ping, Traceroute, Nmap scan, Employee Foot-printing, Whois) Use of Tenable.io, Nessus, Acunetix, and Kali Linux helped to apply classroom concepts to real-world scenarios in order to detect and resolve vulnerabilities Responsible for the timely completion of external vulnerability reports to companies Clients included over 150 non-for-profits as well as educational institutions IT Security Intern Spectrum - Maryland Heights, MO May 2018 to August 2018 Identifying risks and building a Risk Register for over \$13M in annual projects Created a Project Transition Continuity Book Template for Project management, Operations, and Incident Response Mapped Spectrum s external footprint seeing where they had IP addresses Intern SixThirty Cyber May 2017 to September 2017 Setup & Managed Communication Platform for Company Education Bachelor of Science in Cyber Security in Cyber Security Maryville University - St. Louis, MO August 2016 to December 2018 High School Diploma Waterloo High School - Waterloo, IL 2017 Skills Customer Service (1 year), Excel (2 years), Microsoft Word (2 years), PowerPoint (Less than 1 year), RECEPTIONIST (Less than 1 year) Additional Information SKILLS Proficient in Microsoft Word, Excel, PowerPoint, Intermediate knowledge of Access, Customer Service, and Being able to work as a team

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