

Tier 1 Desktop Support Intern Tier 1 Desktop Support Intern Cyber Security Student at The George Washington University Sterling, VA ? Protocols: DNS, DHCP, NAT, TCP, UDP, etc ? Frameworks: NIST SP 800-61 R2 and GRC (Governance, Risk, and Compliance) ? Operating Systems: Windows, Mac OS X, Kali Linux ? Applications: Active Directory, SCCM (Microsoft System Center Configuration Manager), Wireshark, Oracle VM VirtualBox, ServiceNow, Microsoft Office Work Experience Tier 1 Desktop Support Intern Airline Tariff Publishing Company November 2018 to July 2019 -Performed onsite analysis, diagnosis and resolution of desktop problems for end users with minimal downtime -Ensured quality work is delivered on all service requests/incidents with focus on customer satisfaction -Developed and documented technical processes and procedures as needed Web Developer Intern Uproot Poverty One By One June 2017 to December 2018 -Established a website for a 501c3 nonprofit organization, www.Uprootpoverty.org -Involved in continuing website updates and maintaining a user-friendly experience Sales Associate Food Lion April 2018 to November 2018 -Provided prompt, accurate and friendly service to customers through the achievement of customer service standards -Processed the purchases of customers into the PoS (Point of Sales) system efficiently and accurately Education Bachelor of Professional Studies in Cyber Security The George Washington University - Ashburn, VA August 2018 to Present Associate of Applied Science in Cyber Security Northern Virginia Community College - Sterling, VA August 2016 to May 2018 Skills Desktop Support, Active Directory, Help Desk, Service Desk, SCCM, Macintosh, Tech Support

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