

# Willie McClain

---

Keller, Texas 76248 | 248-416-6388 | [Email](#) | [LinkedIn](#) | [GitHub](#)

## Education

### Western Governors University

Master of Science in Computer Science (AI/ML Focus)

Salt Lake City, UT

Expected Graduation: January 2027

Relevant Coursework: *Deep Learning; Machine Learning Models; NLP; Advanced Algorithms; Data Mining*

### Capella University

Bachelor of Science in Information Technology (Cybersecurity Awareness)

Minneapolis, MN

Graduation: January 2025

Relevant Coursework: *Network Security; Encryption Protocols; Incident Response; Secure Database Design; Risk Management*

## Experience

### Upwork

#### Freelancer – Entry-Level IT Troubleshooting

April 2025 – Present

- Assisted with software installations, updates, and basic cybersecurity protection including antivirus setup and security system configuration
- Contracted independently to provide technical support services to individuals and small businesses via Upwork platform
- Provided system updates, cybersecurity consultations, and basic training for clients with limited technical experience

### Fidelity Investments

#### Client Associate

February 2023 – Present

- Analyzed and monitored 50+ client accounts daily using data analytics tools, reducing fraudulent activity by 15%
- Updated encryption protocols for client communications, improving data protection and reducing vulnerability risk
- Responded to 401(k) participant inquiries regarding retirement plan options, account balances, and fund performance
- Delivered high-quality service through phone and digital channels, achieving a 90%+ satisfaction rating from clients

## Leadership & Activities

### National Society of Black Engineers (NSBE)

Alexandria, VA

#### Collegiate Member

January 2023 – May 2025

- Participated in leadership development workshops, mentorship programs, and initiatives promoting diversity and inclusion in STEM
- Engaged in networking and service efforts to drive impact in the tech and engineering communities

### Order of the Sword and Shield National Honor Society (OSSNHS)

Bay Shore, NY

#### Inducted Member

January 2025 – Present

- Lifetime member of the national honor society for homeland security and cybersecurity disciplines
- Recognized for academic excellence and commitment to public safety and ethical leadership

## Certifications

- CompTIA Network+ (In Progress, expected September 2025)
- CompTIA Security+ (Planned, to be pursued after completing Network+)