**PROFESSIONAL SUMMARY**

Presently taking a BS in Cyber Security at SNHU as a full-time student where I am a member of Alpha Sigma Lambda, an honors society centered around academic excellence.

**EDUCATION**

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| **Bachelor of Science in Cyber Security** | 2018 - 2021 |
| Southern New Hampshire University |  |

**WORK EXPERIENCE**

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| **Southern New Hampshire University** | 2018 - 2021 |
| **Full Time Student** |  |

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| **Siemens Healthineers** | 2020 –2020 |
| **Cyber Security Intern** |  |

Launched vulnerability scans using Nessus Tenable.io

* Tested using tenable.io for vulnerabilities within windows, wireshark, apache.
* Modified machines firewall using powershell.
* Input vulnerability data into shared spreadsheets for easy reference by month.
* Maintained customer facing website detailing vulnerability issues for their machines which could exceed 30 per month.
* Identified different issues with ultrasound machines to enable functionality which could include hardware, network, license, and version symmetry.
* Trained replacement from the ground up who was new to the industry in all aspects of the role, including how to troubleshoot.

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| **Worked from Home** | 2017 –2020 |

**Full-Time Caregiver**

Took time away from professional career to act as a full-time caregiver to my mother.

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| **Walgreens** | 2016 –2017 |
| **Designated Hitter (Customer Facing)** |  |

Assisted in different departments to support the team.

* Reverse engineered software issues with IT to resolve issues.
* Troubleshooted customers’ connection issues with devices to store systems.
* Worked in pharmacy as a technician to update systems and fill orders.

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| **University of Oklahoma** | 2013 –2016 |
| **Staff Assistant III** |  |

Coordinated departmental purchases and shipments. Started as Staff Assistant II before being promoted to Staff Assistant III.

* Reconciled purchase invoices from internal departments
* Investigated the shipment of hazardous materials.
* Coached callers in renewing their program benefits.

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| **The Jackson Laboratory** | 2008 –2012 |
| **Customer Service Representative** |  |

A key associate with research mouse sales and helping designated customers.

* Wrote SOPs for new software and technology.
* Submitted customer orders during key hours.
* Helped with fixing issues with customer orders.

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| **Seagull Scientific** | 2007 –2008 |
| **Technical Support Associate** |  |

Coordinated departmental purchases and shipments. Started as Staff Assistant II before being promoted to Staff Assistant III.

* Provided technical support to customers.
* Communicated across departments to resolve complex customer issues.

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| **Volt Technical Resources (Contract with Microsoft)** | 2006 –2007 |
| **(Multiple Contracts)** |  |

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| **Microsoft Connect Help Team** |  |

Worked in IT Support, helping external customers with errors.

* Merged excess accounts or deleted unnecessary accounts as needed.
* Found and resolved errors on the site on the administrative level.
* Assisted the Administrative Team in launching, fixing, and changing the site.

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| **Team Moderator - Customer Support** |  |

Monitored the gaming site including moderating the message boards.

* Proactively dealt with malicious or troublesome users.
* Reverse engineered a known hacker who was causing problems for users.
* Assisted the developers with testing the game.

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| **Rise of Legends Games Tester** |  |

* Functioned both in a team and on my own to find bugs.
* Worked closely with games developers to fix discovered errors.
* Used Visual Studio to write up steps for game developers to reproduce my steps.