

Almedin Agic

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WORK EXPERIENCE

Roosen Varchetti Olivier IT Internship

09/2023 - 05/2024
Clinton Twp, MI

- Provided Tier 1 technical support to end-users, resolving hardware, software, and network issues across 50+ workstations
- Managed Active Directory accounts, including password resets, permission updates, and user onboarding/offboarding
- Maintained and updated Windows systems, ensuring timely patches and software compliance
- Assisted with basic cybersecurity practices, including phishing email reporting and endpoint monitoring
- Documented troubleshooting procedures and created user-friendly technical guides for common issues
- Set up new workstations, including hardware configuration, cable management, and custom Ethernet cable crimping

EDUCATION

Bachelor's in Cybersecurity Oakland University

Rochester, MI • 08/2024 - 05/2028

CERTIFICATIONS

Information Technology Specialist in HTML & CSS

GMetrix

Information Technology Specialist in Cybersecurity

GMetrix

Information Technology Specialist in Database

GMetrix

Information Technology Specialist in JavaScript

GMetrix

Information Technology Specialist in Python

GMetrix

Certified Support Technician in Cybersecurity

Cisco

AWARDS & SCHOLARSHIPS

Silver Award for Michigan

AFA CyberPatriots

01/2024

PROJECTS

Secure App Login

- Designed and implemented a secure login system for a password manager application using a master password architecture
- Applied industry-standard encryption (e.g., bcrypt) to hash and securely store user credentials in a SQL database
- Followed best practices for secure authentication and password storage to mitigate unauthorized access