# **SKILLS**

* Incident dashboard technologies
* HIPAA compliance
* ISO 27001
* Effective communication
* Excellent organization
* Outstanding collaboration

**EXPERIENCE**

**University of Siena, Italy** *- Master student Sept 2022 to Present*

* Passed Subjects of Cybersecurity & Networking, both of 6 credits each
* Worked on the ISO 27001 standards to comply

## **Danni Harbor Technologies, Hampton, VA** *- Lead Customer Service Agent*

FEBRUARY 2020 - MARCH 2021

* Managed a team of 15 customer service representatives to ensure key operational metrics were achieved
* Trained customer service representatives to properly authenticate customers
* Provided social engineering training to customer service representatives

## **The Outfitters, Virginia Beach, VA** *- Sales Representative*

JULY 2019 - FEBRUARY 2020

* Interacted with organizational leadership and management staff
* Demonstrated an ability to manage and operate dashboard technologies
* Assisted in execution of visual displays, merchandising, and marketing strategies

**EDUCATION**

## **Google Cybersecurity Certificate** *- Online certificate completed on November 2024*

**LANGUAGES**

English | Hindi | Marathi | Italian(Intermediate)