Andy Hwang

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PROFESSIONAL SUMMARY

Information Technology student aspiring to learn and apply knowledge in practical work environments. Great knowledge in Active Directory, Group Policy, Cisco network devices, and troubleshooting. Flexible, adaptable, and able to work in rapidly changing environments.

EDUCATION

University of Washington Tacoma   **Sep 2022 - March 2024**
B.S. in Information Technology (3.8 GPA)   *Tacoma, WA*

Certifications: CompTIA A+, Network+, Security+, AWS Cloud Practitioner

PROJECTS AND TECHNICAL EXPERIENCE

Windows Systems Administration
- Managed mock user accounts, OUs, and GPOs within Active Directory to ensure accurate user access and data security across the network.
- Implemented and maintained Active Directory infrastructure in a virtual environment, including DCs, Web Servers (Apache and IIS), SQL Servers, and end-users.
- Developed and utilized PowerShell scripts for automation and network testing.

Routing and Switching
- Conducted troubleshooting exercises to resolve network connectivity issues using Packet Tracer and practical lab exercises, applying both routing and switching fundamentals for diagnosis.
- Developed complex networking infrastructure as a team by integrating subnets, VLANs, EtherChannels, and various routing protocols (RIPv2, EIGRP, OSPF).

Honeypot (T-Pot) Implementation in the Cloud
- Collaborated with classmates to install and deploy T-Pot into two cloud provider platforms (Azure and AWS) using SSH to console into virtual instances.
- Conducted hands-on experimentation with port filtering (TCP and UDP ports) to document variances in threat surfaces to enhance understanding of network vulnerabilities.
- Utilized the ELK stack to gather, filter, and analyze results from malicious network traffic.

WORK EXPERIENCE

U.S. Army Active Duty   **Jan 2018 - July 2022**
Wheeled Vehicle Mechanic   *JBLM, WA*
- Supervised a team of 4 mechanics and technicians to ensure timely and efficient completion of maintenance procedures while keeping combat readiness over 95%.
- Utilized asset management software (SAP) to monitor and manage inventory control while accurately tracking, storing, and distributing vehicle repair parts.
- Upheld a 100% audit success rate while holding the responsibility of maintaining equipment services and dispatch records in accordance to Standard Operating Procedure (SOP)

Amway Business Center   **Jan 2014 - Jan 2018**
Brand Ambassador / Customer Service Representative   *Flushing, NY*
- Delivered excellent face-to-face customer service to over 50 customers daily ensuring satisfaction and positive customer experience.
- Proficiently defused challenging customer situations through empathic and active listening to determine the root of the issue and provide efficient solutions without need for escalation.