Andy Duong

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Los Angeles, CA · U.S. Citizen

EDUCATION & CERTIFICATIONS

California Polytechnic State University — Expected Graduation Date: March 2026
Bachelor of Science, Computer Science — *San Luis Obispo, CA*
GPA: 3.6/4.0; Dean's List

Certifications: CompTIA Security+, Certified Cisco Network Associate (CCNA), CompTIA A+

WORK EXPERIENCE

Security Analyst Intern — June 2025 - August 2025
AMH Homes — *Calabasas, CA*
- Triaged and resolved 800+ security alerts over 10 weeks using Mimecast, Microsoft Defender, Azure AD, and Rapid7 to investigate, contain, and remediate threats.
- Investigated risky login alerts from Azure AD (Entra ID), validating device compliance, reviewing conditional access policies, and determining root causes for authentication anomalies.
- Reduced unnecessary alerts by 5-10% in Rapid7 by tuning alerts for shared corporate system accounts, whitelisting known office IP ranges to eliminate repetitive alerts.
- Improved triage of recurring alerts generated by internal test accounts by collaborating with DevOps to understand pipeline logic; authored a new SOP that increased accuracy and reduced average investigation time by 23%.

Infrastructure Network Technician — Jan 2025 - Present
Cal Poly — *San Luis Obispo, CA*
- Diagnose and resolve WiFi and Ethernet-related network issues for campus users.
- Configured and maintained Cisco and Alcatel switches, keeping up the stability and efficiency of the campus network.
- Documented network configurations and troubleshooting procedures, enhancing and operational efficiency.
- Perform manual cable installations and port heatups for new and existing network setups.

Service Desk Associate — May 2024 - June 2025
Cal Poly — *San Luis Obispo, CA*
- Provided front-line technical support as part of Cal Poly's student-operated L1 Help Desk.
- Handled daily technical support calls and tickets, reducing response time from 20 minutes to 12 on average.
- Performed initial analysis on over 1000+ general help tickets while resolving and escalating as needed to ensure productivity.
- Maintained 5-star ratings in monthly end-user scoring through interpersonal skills and providing fast solutions.

PROJECTS

Distributed Search Engine | *Go, Oracle Cloud, RESTful APIs, React* — June 2024 - September 2024
- Developed a distributed systems search engine application using React for the frontend and Go for the backend.
- Deployed the React frontend on Vercel, and two separate Go services deployed on Oracle Virtual Machines.
- Designed and implemented RESTful APIs for efficient communication between the React frontend and Go backend services.

PERSONAL DEVELOPMENT

Proxmox Homelab | *Proxmox, Docker, NAS, Linux, Wireguard, VMs*
- Goal: To become more knowledgeable on networking and security concepts.
- Consists of a Proxmox server that runs a two virtual machines: TrueNAS and Debian Server
- Within Debian is a Portainer server deployed by Docker. I use Portainer to deploy a Wireguard VPN so that I can access my homelab from outside my home network.
- Used TrueNAS as a NAS option. Combined with my Wireguard and NextCloud, I created my personal storage solution to upload videos and images from anywhere.

SKILLS & INTERESTS

Networking: TCP/IP, IP Addressing, Subnetting, DHCP, DNS, Cisco IOS, Alcatel, Fiber Optic Cabling
Operating Systems: Windows, Linux, macOS, Android, iOS
Tools: Azure AD, Rapid7, Mimecast, Microsoft Defender, Power Automate, Wireshark, Jira/Atlassian
Security: Vulnerability Management, Access Control, IAM, Incident Response, Endpoint Security
Programming: Python, SQL, Linux, C, Go/Golang, Java
Interests: Weightlifting, True Crime, Japanese Language, Hiking, Traveling