Tolani Madeline **Terrell-Adeleye**

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Self-motivated and dynamic **Undergraduate Cybersecurity Student** who has strengths in **script programming, data analysis, technical support resolution, and maintaining hardware, software, and network security.** Over **5 years of work experience** with notable success in fast-paced environments, and independent and remote roles. Innovative, confident, and honest candidate with strengths in client satisfaction, problem solving, interpersonal relations, and resilience, dedicated to furthering education, building personal erudition, strengthening network, and volunteering.

EDUCATION

Bachelor of Science (B.S.) - Cybersecurity (NSA-CDE)   Jan 2022 - May 2024 (Expected)
Kennesaw State University, Kennesaw, GA

Relevant coursework: Business Accounting, Information Security & Systems, Legal & Ethical Environment, Hardware & Software Configuration, Cybersecurity Principles, Networks and Systems Security, Java and Python Programming w/ Labs, SQL Injection, Data Analysis, Computer Forensics, Cryptography

Software/Systems: MS Visual Studio, PyCharm, IntelliJ, R, Cisco Packet Tracer, Azure, Nmap, VMWare, Autopsy, Windows, Ubuntu, Linux

Bachelor of Arts Honours (B.A. Hon.) - Biological and Biological Sciences   Sep 2019 - May 2021
Trinity College Dublin, Dublin, Ireland

*Received opportunity to transfer to GA and study at Kennesaw State.

EXPERIENCE

Campus Tour Guide/Admissions Clerk   Jun 2022 - Sep 2022
Kennesaw State University, Kennesaw, GA, USA

Duties:

· Led groups of up to 70 prospective students and their families on hour-long walking tours of the Kennesaw campus.

· Provided information on various sites across campus, kept guest engaged, pointed out important features and offered further details to educate visitors on and advocate for campus life, academics, and admissions requirements.

· Built personal relationships with guests to encourage positive experiences.

· Performed filing and data entry, routed messages to appropriate people, and completed other clerical tasks for the admissions office, utilizing Nolij and Banner 9.

· Practiced FERPA law to protect students' rights and privacy.

Achievements:

· Met and surpassed call and tour rating quotas each week.

· Implemented a new graphic training system for new employees.

*Resigned due to temporary change in employment authorization.

Medical Secretary   Oct 2021 - Jan 2022
RelateCare (AtriusHealth), Waterford (Remote), Ireland

Duties:

· Managed COVID-19 calendar and scheduled appointments for AtriusHealth based on optimal patient loads and clinician availability.

· Coordinated laboratory orders and e-prescribed information and created clinical visits in EPIC system.

· Kept information confidential and followed HIPAA guidelines to conserve patient trust.

· Maintained exceptional customer service and resolution whilst patient scheduling.

· Triaged and prioritized calls through a ticketing and screening process and transferred calls and recorded messages for appropriate personnel.

Achievements:

· Handled volumes of up to 120 incoming calls a day, whilst maintaining an average resolution time of 49s and a patient satisfaction rate of 4.88/5 placing me at #1 and #2 on the team board each review.

*Resigned due to move abroad for studies.

Technical Support Analyst II   Jan 2021 - Sep 2021
BT, Dublin (Remote), Ireland

Duties:

· Monitored ticket queue and issued first-line support for customers with technical issues.

· Investigated and resolved customer issues by troubleshooting hardware, software, and network problems.

· Implemented a cultural program for our remote team, focused on engaging the employees and promoting diversity, increasing the motivation, and embracing the company's culture.

· Remotely administered firmware upgrades to devices.

· Conducted network vulnerability assessments and analyzed test results.

· Updated knowledge and skills to keep up with rapid advancements in phone, TV, and internet technology.

Achievements:

· Achieved top 10 for call handling and #2 for customer satisfaction in our department.
· Persistently excelled key operational metrics.

Retail TVAV Promoter   Dec 2019 - Dec 2020
Samsung Electronics, Dublin, Ireland
Duties:
· Utilized professional judgement and product knowledge to assist customers in choosing the appropriate products to fit their needs.
· Acted as an in-person brand ambassador by bringing the company's strategic vision and culture to life in order to ensure customers have a memorable and engaging experience.
· Assisted leadership with company development by training retail partners and clients in store on strategies, best practices, and new product information.
· Required to work remotely and independently in store placement and when working from home.
· Used the MCS and mySAP CRM systems to provide reports, insight, and track trends and operational efficiency for the company.
· Independently stayed up to date on new products, promotions, and strategies.
· Troubleshot and rectified a range of television and sound system issues on site.
· Remotely handled live chat and call support for periods during the pandemic.
Achievements:
· Achieved the #1 grossing revenue in store for Samsung in Ireland.
· Closed sales of multiple TVs priced at over €10,000.
· Consistently met and exceeded KPIs and sales targets.

SKILLS

Advanced in: English, G Suite, MS Office, Java, Python, Data Entry, Information Literacy, Time Management, Collaboration & Teamwork, Customer & Client Satisfaction, Communication, Presentations
Intermediate in: Spanish, Risk Management, Data Analytics, Incident Response, SaaS, Network Administration, Compliance, Network Protocols, Agile (Scrum)
Novice in: French, HTML, C++, Linux/UNIX, Network Defense, Threat Analysis, Server Management, Vulnerability Management, Project Management
Concepts: Cloud Computing, Machine Learning, Hardware Management, Software Management, Virtualization

LICENSES & CERTIFICATIONS

Introduction to Cybersecurity   Jan 2023
Cisco

Rapid Developer Certification   Mar 2023
Mendix

CompTIA IT Fundamentals+   May 2023 (Expected)
CompTIA

EXTRACURRICULARS AND SOCIETIES

Member/Volunteer   Aug 2022 - current
Black Student Union, Analytics and Data Science Organization, Black Women Empowered, Girls Who Code, Japanese Culture Club, Women in Cybersecurity

Member/Volunteer   Jan 2022 - current
African Students Association, American Medical Women's Association, Global Village, Information Systems Security Association, International Student Association, LGBTQ Resource Center, Women in Tech

Acting President and Co-Founder (previously Vice President)   Jun 2022 – Feb 2023
Black Student Union

Member/Volunteer   Sep 2019 – May 2021
Afro-Caribbean Society, Biological Society, Computer Science Society, Philosophical Society, Students' Union, Tangent (Ideas Workspace), QSoc, SUAS Trinity, Student to Student Society, Vincent de Paul

President   Apr 2020 – May 2021
Afro-Caribbean Society

First Year Representative   Sep 2019 – Apr 2020
Afro-Caribbean Society

REFERENCES

Available upon request.