

Nana Kwaku Dam Awere

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EDUCATION

Illinois State University - Normal, IL

Bachelor of Science in Information Systems – Web Application Development

August 2021

Honors: Deans list: Fall 2020, Spring 2020

EXPERIENCE AND PROJECT WORK

State Farm Insurance – Customer Care Center

Bloomington, IL

Customer Care Representative

October 2019 – present

Establish customer relationships and assist customers as needed providing first contact resolution

Provide prompt, accurate and friendly customer service to respond to inquiries regarding insurance availability, eligibility, coverages, policy changes, transfers, claim submissions, billing, and billing clarification

Part of the OTG(On the Ground) team and represents my team to relay all information about the tools used to work and bugs back to administration to be resolved

Illinois National Guard

Bloomington, IL

SMP (176 Cyber Protection Team)

December 2019 – present

- ✦ Currently in the Simultaneous Membership Program with the University ROTC and the 176 Cyber Protection Team
- ✦ Gaining the skills and knowledge needed to be successful in the cyber field as well as be a great officer in the National Guard
- ✦ Job Shadowing and receiving leadership experiences and advice as well as direct training from current officers

Illinois State University Administration Technology

Normal, IL

Endpoint support Specialist

January 2019 – August 2019

- ✦ Provided comprehensive support and services for end-user devices and software to staff in Finance and Planning, University Advancement, Athletics, the offices of the Provost, the offices of the President, and the Board of Trustees
- ✦ Managed the electronic recycling operation, eRecycling, for the refurbishment or retirement of computer equipment from across the university

Secret Information Retrieval Lab

Bloomington, IL

SMP (176 Cyber Protection Team)

Feb 2020

- ✦ Utilized Nmap, Metasploit and John the Ripper to conduct the lab
- ✦ Beginners gained confidence in working with tools in the command line and understanding the transition from each phase to the next to reach the desired goal.
- ✦ Familiarized soldiers with tools, techniques, and procedures regarding the MITRE ATT&CK Framework.
- ✦ Paired up beginners with experts and alternated between listening to a presentation on a phase of the framework and conducting a hands-on lab exercise.
- ✦ Conducted in phases consisted of pre-engagement, reconnaissance, vulnerability scanning, exploitation, data exfiltration, and password cracking.

ACTIVITIES & LEADERSHIP

Illinois State University/ 176 Cyber Protection Team

Normal, IL

Extracurricular Activities

2017 - Present

- ✦ Illinois State University cyber security club, mobile development club, game development club and web development club
- ✦ Illinois State University College against Cancer.
- ✦ Vulnerability Scanning, CTF Challenges, Pentesting, File Carving and Data Exfiltration.

Volunteer Activities

- ✦ Blood Donation for ROTC (set up and tear down donation site) (2018).
- ✦ Fundraised for a mattress sale by placing signs around the school and Operated a raffle stand at Chick Fil-A (2016).

SKILLS AND CERTIFICATIONS

Languages: English (Fluent), Fluent Twi (a Ghanaian Language), Fluent Fanti (a Ghanaian Language), French (Conversational).

Tools: NMAP, Metasploit, ER Assistance, Wireshark, Kali Linux, Ubuntu, JohnTheRipper, Posh-Hunter, Kibana, Splunk, PicoCTF, CyberChef, CTFlearn, ThreatMiner, Cisco Packet Tracer, Anaconda, HxD, SQL Developer

Certifications: Effortless Communication Certification, DoD Mandatory Controlled Unclassified Information (CUI) Training, OPSEC Awareness for Military Members, DoD Employees and Contractors, Unauthorized Disclosure of Classified Information for DoD and Industry, DoD Annual Security Awareness Refresher, Insider Threat Awareness, Introduction to Information Security.

Computer Languages and Skills: Java, Microsoft Office, HTML, CSS, JavaScript, Python, PowerShell, jQuery, SQL and PHP