Samuel Oakes

Work Experience

IT Junior Technician/Help Desk   May 2023 – May 2025
Sacred Heart University

- Maintained and operated complex AV systems, demonstrating expertise in troubleshooting, configuring, and securing networked hardware, software, and communication devices.
- Monitored live systems for performance issues, identifying and resolving hardware/software malfunctions under time-sensitive conditions, reflecting strong problem-solving skills and adaptability
- Managed AV equipment integration on enterprise networks while ensuring systems were safeguarded against unauthorized access and breaches.

Cloud Services Intern   May 2025 – July 2025
LDI Connect

- Drafted and presented executive briefings on AI adoption, risk, and compliance strategies.
- Conducted research and led the transition to Microsoft 365 Lighthouse (GDAP setup, baseline configurations, JSON policy customization).
- Implemented compliance standards and security baselines for SMB clients, ensuring HIPAA and SOC 2 adherence.
- Configured and managed tools including ConnectWise PSA, Huntress, Datto BCDR, SentinelOne, ITGlue, KaseyaOne, Cisco Meraki, Unifi, and Proofpoint.
- Utilized compliance platforms like Vanta to manage client GRC controls and reporting.
- Supported on-site installations, configuring network hardware/software and ensuring security hardening.

Network Technician   July 2025 – Current
Sacred Heart University

- Supported on-site installations, configuring network hardware/software.
- Manage support tickets and provide on-site troubleshooting for network and endpoint issues.
- Configure and deploy VLANs, switch stacks, and enterprise-grade network switches in an enterprise CISCO environment.
- Install and maintain power backup systems (UPS) to ensure network resilience.
- Deploy and configure wireless access points (APs) across campus environments.
- Perform structured cabling, including terminating and testing RJ45 cables for reliable connectivity.

Projects

Integrating Quantum Solutions into Insurance Business Operations

- Researched quantum applications to address potential vulnerabilities and enhance cryptographic security across insurance processes.
- Developed scalable solutions to prepare Travelers Insurance for post-quantum cryptographic (PQC) standards and mitigate risks associated with quantum advancements.
- Collaborated with leadership of Fortune 500 company to align quantum solutions with business strategy, focusing on risk assessment, claims processing, and operational efficiency.
- Provided actionable insights on integrating quantum technologies to maintain competitive edge and future-proof critical infrastructure.

Holistic Risk Management for Next-Gen Technologies Using AI and Governance Standards

- Researched systemic risks introduced by AI, blockchain, and quantum computing, identifying governance gaps in existing frameworks (ISO 27001, NIST CSF, FAIR).
- Developed a Dockerized AI-driven risk assessment tool that ingests company profiles, quantifies risk posture, and generates LLM-powered mitigation strategies.
- Conducted a case study on a cybersecurity startup, producing a normalized risk score (70.71/100) and actionable recommendations aligned with NIST CSF and ISO 27001.
- Delivered findings at an international conference; paper currently under publication review.

Education

Sacred Heart University, Bachelor of Science 3.5 GPA
Cyber Security with a minor in Computer Science
Fairfield, CT— 05/2026

Awards: Welch Scholar Recipient, Corporate structure Tech team member

Contact

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