# Quintin Kittredge

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## EDUCATION

UTICA COLLEGE **| Utica, NY**

*B.S. Cyber Security - Cyber Operations Specialization (December 2022)*

- Relevant coursework: cyber threat and vulnerability analysis, malware analysis, Python programming, network investigation and analysis, cryptography, OSI Model, TCP/IP, LAN and WAN networking technologies

## EXPERIENCE

**University of California, San Francisco**                                                                                    **Remote**

*IT Help Desk Technician*                                                                            *December 2021 – Present*

- Identify root cause of user hardware and software issues, resolve issues expeditiously and professionally with extensive and accurate documentation
- Independently investigate and implement solutions to technical issues with a resolution rate of ~25 tickets per day
- Demonstrate superior service to user community by proactively communicating and ensuring that desired customer outcomes are achieved
- Thoroughly explain security protocols and the importance of computer hygiene to users

**New York Film Academy**                                                                                       **Burbank, CA**

*IT Help Desk Associate*                                                                          *January 2020 – December 2021*

- Perform information systems user account reviews to assess security permissions and access controls
- Build, configure and deploy user computers, phones, and accessories for over 500 employees
- Synthesize and update team-internal and user-facing documentation including Standard Operating Procedures that detail how to install software, re-image devices, and solve common user issues
- Commended for taking responsibility for large projects with minimal supervision including server-room hardware replacement and miscellaneous equipment classification and organization
- Set up,  monitor, and troubleshoot audio-visual systems for company meetings and speaker events, including webcasting where required, using established processes

## SKILLS

- Practical experience with multiple softwares including, MS Office 365,  Adobe Creative Cloud, Active Directory, Symantec Endpoint Protection, Pulse Secure VPNs, and Duo Mobile 2-factor authentication
- Proficiency in Cyber Security principles, such as the CIA triad, Authenticity, and Nonrepudiation
- Familiarity with Mac OS X, Windows, and Linux operating systems
- Ability to monitor network traffic with Wireshark, Snort, tcpdump  and  Zeek
- Competence in virtualization tools such as VMWARE and endpoint protection tools such as SEP
- Familiar with Cloud-based concepts and collaboration technologies such as SharePoint and Digital Ocean
- General PC repair knowledge including diagnosing failed PC components, installing software and hardware
- Familiarity with NIST and Risk Management Framework
- Team player with strong written and verbal communication skills including basic risk assessment report writing