Cooper T. Robbins

Massillon, OH | 234-258-0133 | ctrobbins21@gmail.com

EDUCATION

The University of Akron   Anticipated **May 2025**

Bachelor of Science, CIS: Cybersecurity

CERTIFICATIONS

Google Cybersecurity Professional Certification   **July 2024**

CompTIA Security+   Anticipated **Summer 2025**

WORK EXPERIENCE

IT Service Help Desk | Akron, OH   **January 2025 – Present**

Tier 1 Help Desk Analyst

- Performed software, hardware, and account troubleshooting for nearly 15,000 students and faculty via phone, chat, and support tickets.
- Performed MFA/Password resets, Workday and M365 troubleshooting, and other tasks as assigned.

FedEx Ground | North Canton, OH   **August 2021 – February 2025**

Package Handler

- Demonstrated strong troubleshooting skills, exceptional attention to detail, and effective teamwork to resolve logistical challenges, minimize errors, and maintain a safe, efficient workplace in a high-stress environment.

PROJECTS

Threat Hunting Framework Development Senior Project

- Implemented a Threat Hunting Framework that secures hybrid networks using Splunk Enterprise's Machine Learning Toolkit to detect anomalies.
- The MLTK model was trained on 7,500 logs, with approximately 750 identified as anomalies.

Glitch HTML Webpage | (GitHub)

- Designed a simple HTML webpage to enhance programming skills in HTML, JavaScript (JS), CSS, and PHP.

TECHNICAL SKILLS

Operating Systems | Windows, MacOS, Linux

Security & Monitoring Tools | Splunk, Wireshark, Snort, Metasploit

Programming Languages | Python, HTML, CSS, JavaScript, PowerShell