Edward Hudson Jr.

Houston, TX

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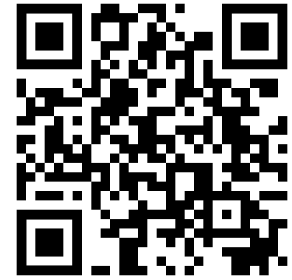✉️ edwardhudson92@gmail.com

GitHub

LinkedIn

Professional Summary

Results-driven professional seeking to leverage my administration skills through providing support to customers, clients, and partners. Strong proven background cultivating positive relationships, problem analysis and solutions, and collaboration skills demonstrated through 9+ years of performance.

Education

Texas State Technical College - Fort Bend, TX
Cybersecurity & Information Technology - Certificate of Completion (March 2023-Aug 2024)

Cisco Networking Academy Online - (Python Essentials 1, Ethical Hacker, Cisco Packet Tracer, Networking Basics,IoT and Digital Transformation)

HTB Academy (Hack The Box) Online - Junior Cybersecurity analyst

Technical Skills

Operating Systems: Linux, Windows, macOS

Programming Languages: JavaScript, Python, SQL, C, C++

Security Best Practices – Web security standards and practices, such as XSS (Cross-Site Scripting) and CSRF (Cross-Site Request Forgery) prevention.

Software & Tools: Microsoft Office Suite, Workday, Outlook, Jira, Salesforce, Slack.

Networking & Security: Threat analysis, system Administration, Saas, Firewall Management.

Technical Support: Troubleshooting & Diagnostics, Customer Accounts Management.

Data & Documentation: Data Management & Analysis, Data Entry, Documentation.

Soft Skills: Self-starter, Strong Verbal communication, Problem Solving, Time Management, Adaptability.

Professional Experience

WAREHOUSE SUPPORT & FREELANCE PRODUCTION
Lerner Productions| Texas
Mar 2020 – Present

- Provide freelance support across warehouse operations and on-site client productions.

- Install and dismantle essential studio hardware including camera equipment,ensuring operational readiness and safety for various productions.

- Operate equipment in diverse locations, adapting to event-specific requirements and client needs.

- System data input. Identify and report discrepancies significantly reducing defective equipment deployment.

CUSTOMER SERVICE AGENT (MENZIES AVIATION)
O'Hare International Airport| Chicago, IL
July 2017 –Nov 2019

- Ensured compliance with data protection regulations and best practices in handling passenger information.

- Resolved system errors related to ticketing and check-in processes.

- Provided technical support to passengers and colleagues, resolving software and hardware issues quickly.

- Addressed and resolved customer complaints and specific requests, ensuring an elevated level of satisfaction through effective problem-solving.

- Leveraged advanced ticketing software to manage complex itineraries and handle high-volume bookings for both domestic and international travelers.

SERVICE EXPRESS ADVISOR
Fletcher Jones Honda| Illinois
Feb 2014 –June 2017

- Effectively managed a fast-paced, high demand work environment, addressing customer complaints, special requests, and complex problem-solving situations.

- Guided customers on car repair processes and service options.

- Inspected vehicles and documented visible damage.

- Accurately and efficiently presented both need-based and incentive based sales opportunities.

- Filed warranty claims for customers enrolled in coverage.

- Managed multiple calendars for other advisors.

Home Lab Projects & Experience

Windows Log Analyzer - Built and deployed a '*Windows Event Logs*' tool that flags suspicious events. Features include: detecting multiple failed logins, identifying new user creation, and time correlation patterns for brute-force attempts.
Tools: Python + Powershell (for scripting & log parsing, and Event Viewer).

Port Scanner - Constructed a lightweight Python-based Port Scanner designed to identify open ports on a targeted host. Features include specifying a custom port range and easy-to- read console output.
Tools: Python + Powershell (socket).

Password Strength Checker - A simple CLI app that checks password strength using regex and security rules. The goal of this project is to have a password, accepted or denied, return a strength label and actionable feedback for the user (length,character-classes, entropy estimate).
Tools: Python 3 + Powershell .

Vulnerability Scanner - A lightweight version Vulnerability Scanner that checks system for weak passwords within a given file, identifies outdated software based on a sample list, runs a system information enumeration (OS, Python version, Installed packages), and generates a short Summary report.
Tools: Python 3 + Powershell .

Network Traffic Monitor - Built a Network Traffic Monitoring Tool to capture and display live packets, filtering by protocol.
Tools: Python 3 + Powershell (Scapy).