ERIS CIVEJA

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Motivated Computer Science graduates with over a year of hands-on experience in Information Technology support, including a dynamic internship at Citigroup specializing in Vulnerability Assessment. Demonstrated proficiency in networking, programming languages, and cloud technologies. Seeking an IT specialist role to contribute to company growth and success through strategic cloud solutions.

EDUCATION

John Jay, **CUNY** New York, NY
Bachelor of Science, Computer Science & Information Security January 2020 – June 2023
Courses: Object-Oriented Programming, Computer Architecture, Cryptography & Cryptanalysis, Advanced Data Structures, Programming Languages, Operating Systems, Computer Algorithms, Computer Networking, Computer Security

EXPERIENCE

Harvard Club New York, NY
IT Specialist October 2022 – Present
- Providing support to employees through Help Scout and creating instructional documents.
- Offering support for domain users by creating user accounts, resetting passwords, and managing group policies.
- Training new hires during the onboarding process on technology usage and on-premises applications.
- Configuring laptops, desktops, mobile devices, printers, and shared office technology to meet end-users requirements.
- Imaging and cloning Windows 7 and 10 workstations on Lenovo, Intel NUC, and Dell hardware.
- Managing the site's Wireless controllers through SSH and the web interface, troubleshooting Wi-Fi issues as they arise.
- Setting up VPN profiles on SonicWALL firewalls to provide SSL VPN access to office users.
- Supporting A/V equipment-related issues in conference rooms that utilize Zoom and Solstice technologies, ensuring smooth operation during meetings and presentations.

CityMD New York, NY
Patient Service January 2020 – October 2022
- Greeted visitors, patients, and families in a friendly professional manner and directed them appropriately.
- Scanned the insurance card, processed insurance verifications utilizing the online system, and updated the patient account.
- Performed various clerical duties such as faxing, photocopying, scanning, filing, and mailing.

CitiBank New York, NY
Vulnerabilities Assessment Intern May 2019 – August 2019
- Conducted in-depth research to identify application vulnerabilities and examined approximately 4,000 components integrated into Citi's infrastructure.
- Utilized static analysis techniques, specifically Checkmarx, to assess the security of Citi's web applications.
- Performed comprehensive analysis of component vulnerabilities in open-source software using Black Duck.
- Facilitated the correlation of CVE's entries with specific component versions within the Black Duck platform.

SKILLS

Certifications: AWS Certified Cloud Practitioner, AWS Certified Solutions Architect Associate
Computer: MS Office, Networking, Programming, Active Directory, Database Management, Cisco ESA
Language: English, Spanish, Italian, Albanian