

Name
Location
Phone # ▪ Email | LinkedIn

CAREER OBJECTIVE

Driven professional seeking an entry-level IT role to build a strong technical foundation and support day-to-day operations. Committed to transitioning into cybersecurity, with a focus on protecting systems and data through hands-on experience and continuous learning.

EDUCATION

University

Bachelor of Business Administration in Cyber Security

May 2025

- GPA: 3.70/4.0 | Cum Laude
- Relevant Coursework: Intro to Telecommunications for Business, Network Security, Intrusion Detection and Incident Response, Operating Systems, Digital Forensic Analysis I, Programming Languages I with Scripting

Junior College

Associates of Arts in General Studies

May 2022

EXPERIENCE

Company

June 2021 - Present

In-Store Shopper

Location

- Delivering accurate and timely orders for an average of 50+ customers per shift by coordinating with team members and utilizing digital tools, ensuring 98%+ customer satisfaction and reducing order errors
- Adapt to shifting priorities in a fast-paced environment by multitasking between order fulfillment, real-time customer assistance, and inventory checks, contributing to store-wide productivity goals resulting in record of sales twice in a quarter.
- Resolving an average of 10+ inventory and substitution issues per shift by operating company's internal systems to coordinate with customers and store leads, leading to a 95% success rate in finding acceptable replacement items while maintaining company's high service standards.
- Taking initiative when needed to assist with onboarding and mentoring new team members, improving training efficiency during peak seasons.

Personal Project

Home Lab Environment

- Built and configured a virtual home lab leveraging UTM on macOS by deploying and managing Windows 11 and Ubuntu VMs, gaining hands-on experience in OS setup, virtualization, and cross-platform system administration.
- Simulated real-world IT support scenarios through installation, configuration, and routine maintenance of multiple operating systems, developing foundational troubleshooting skills relevant to IT roles.
- Resolved 15+ common OS issues by applying basic networking commands, user account tools, and system utilities, enhancing problem-solving ability across both Windows and Linux environments.
- Documented solutions and strategies used in lab assignments and practice, contributing to personal learning and knowledge sharing.

TECHNICAL SKILLS

- **Operating Systems:** Windows, Linux, macOS, iOS
- **Tools:** Active Directory, Wireshark, Kali Linux, Nmap, Nessus, Autopsy, NetMiner, Microsoft Office Suite (Excel, Word, Outlook)
- **Skills:** Python, Java, PowerShell, Bash, Troubleshooting, Operating System Configuration, Basic Networking, Incident Management, System Monitoring, IT Support Ticketing, Hardware & Software Installation
- **Certifications:** CompTIA Network+ (In Progress, Expected Aug 2025)