William Tran

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EDUCATION

San José State University   **June 2023**
Bachelor of Science, Information Science   *San Jose, CA*
- Cum laude; Dean's List: 4 times; 3.88/4.0 GPA
- Attended the Silicon Valley Regional Computer Forensics Laboratory Conference & CIA Briefing Session

WORK EXPERIENCE & PROJECTS

County of San Joaquin   **February 2024 – Present**
Election Technician   *Stockton, CA*
- Provided entry level support in the implementation, testing, and maintenance of various election voting equipment and voting system procedures.
- Operated equipment used for election processing and performed the filing and processing of election related documents for voters.
- Administered routine tasks in the preparation of materials, printers, pollpads, and writers.

Amazon   **June 2023 – December 2023**
Incident Response   *Livermore, CA*
- Served as an incident responder, responsible for addressing and correcting events that could disrupt operations and services.
- Followed up on orders and promptly resolved any issues with customers' orders. Resolving defects in incoming packages, scanning packages, updating orders, and transferring shipments to the correct sorting stages.

Desktop Support/PC Consultation & Repair   **July 2022 – Present**
Independent Contractor   *San Jose, CA*
- Offered technical assistance to clients experiencing technical issues with laptops, printers, desktops, and networks. Conducted the installation of software, drivers, and updates to ensure security.
- Helped customers troubleshoot their computer issues by performing diagnostics, removing malware, installing anti-virus software, and repairing the operating system.

InfoSec Analysis   **March 2022 – May 2022**
Project
- Delivered an executive presentation on a real-life scenario detailing an institution's data breach, conducting an in-depth analysis of the security incident by identifying vulnerabilities, assessing compliance gaps.
- Proposed measures and procedural enhancements to bolster information security protocols, addressing identified vulnerabilities and ensuring regulatory compliance within the institution's policies.

Human Centered Cybersecurity   **September 2021 – December 2021**
Project
- Conducted a comprehensive study on human centric cybersecurity; analyzing information security policies, tools, and solutions to identify and mitigate risk factors associated with human behavior.
- Utilized insights from the study to develop strategies aimed at identifying and mitigating potential risk factors stemming from human behavior within information security.

CERTIFICATIONS & SKILLS

Certificate of Cloud Security Knowledge (CCSK), Google Cybersecurity Certificate, AWS Certified Cloud Practitioner, A+ (Plus) Certification, information security, cybersecurity frameworks, computer building, consulting, & repair; desktop support; python, c++, c#, wireshark