

# William Tran

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## EDUCATION

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### San José State University

*Bachelor of Science, Information Science*

**June 2023**

*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

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### County of San Joaquin

*Election Technician*

**February 2024 – Present**

*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

*Incident Response*

**June 2023 – December 2023**

*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

*Independent Contractor*

**July 2022 – Present**

*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

*Project*

**March 2022 – May 2022**

- 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

*Project*

**September 2021 – December 2021**

- 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

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*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*