

William Tran

williamjintran@gmail.com ❖ (808) 780-0181 ❖ San Jose, CA ❖ williamjintran.com

EDUCATION

San José State University

Bachelor of Science, Information Science

June 2023

San Jose, CA

- Cum Laude; Dean's Scholar 2023/2024; 3.88/4.0 GPA
- Attended the Silicon Valley Regional Computer Forensics Laboratory Conference & CIA Briefing Session

WORK EXPERIENCE & PROJECTS

County of San Joaquin

Election Technician

February 2024 – Present

Stockton, CA

- Provided entry level support in the testing, implementation, 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

- Employed as an incident responder with the responsibility of researching and resolving defects in incoming packages, scanning packages, updating orders, and transferring shipments to the correct sorting stages.
- Followed up on orders and promptly resolved any issues with customers' orders.

Desktop Support/PC Consultation

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 to better understand their computer issues and performed 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 InfoSec

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

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