

# Janelle Tenorio

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## OBJECTIVE

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Driven IT graduate seeking a Technical Support role, bringing experience in ServiceNow ticketing, ITIL-based incident management, and end-user support. Proven ability to improve service efficiency, support daily IT operations, and deliver 7+ years of excellent customer service in fast-paced environments.

## EDUCATION

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**Kennesaw State University**, May 2025

Kennesaw, GA

*Bachelor of Science in Information Technology*

**Relevant Courses:** Programming 1 & 2, Intro to Web Development, Technical Writing, Database Systems, IT Management, Software Concepts

## SKILLS

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**Technical Skills:** Microsoft Excel, ServiceNow, Management Studio, Microsoft Access, Microsoft Office, Microsoft Outlook, Jira, Splunk, Java, Python, SQL, HTML, CSS

**Fluent Languages:** English and Spanish

## PROJECT EXPERIENCE

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### Cyber Home Lab with Live Attackers (Microsoft Azure, Windows App, KQL)

- Practice log analysis, threat detection, and SOC operations in a real-world cloud environment.

### Penetration testing (Azure, Ubuntu)

- Deployed provided Docker images, performed network reconnaissance with Nmap to identify open ports and vulnerabilities, and executed pre-built exploits in the Metasploit Framework for security testing.

## CERTIFICATION

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- **CompTIA A+**, *Anticipated completion June 2026*

## WORK EXPERIENCE

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**Norfolk Southern**, January 2024 - April 2024

Atlanta, GA

*IT Service Management Intern*

- Provide Level 1 and Level 2 technical support while tracking and resolving incidents through ServiceNow.
- Supported daily IT operations and infrastructure administration across Help Desk and Change Management.
- Tracked assigned work and trouble tickets in ServiceNow to support compliance and improve incident management efficiency.

**Starbucks**, May 2018 – Present

Atlanta, GA

*Barista*

- Drove customer engagement and increased sales by delivering high-quality service, promoting products effectively, and maintaining strong communication in a fast-paced environment.