

Hoiyan Jodie Chan

Cyber Security/Networks Specialist

Chamblee, Georgia

(678) 516-4617

jodiechan13@gmail.com

EXPERIENCE

Twitch, Online — Affiliate/ Content creator

DECEMBER 2017 - PRESENT

Create quality content and network to grow channel's viewer base and increase revenues.

IBM, Sandy Springs, GA — Security Knowledge Developer Co-Op

FEBRUARY 2016 - PRESENT

Analyze company hardware and software products' technical documentation to create alternative media for end users, such as video content, to lower support tickets generated, resulting in cost savings. Create and distribute monthly newsletter for InfraStructure clients.

Siupo Chan & Associates, Duluth, GA — Legal Secretary

MAY 2015 - FEBRUARY 2016

Research and make inquiries for cases. Handle case documents preparations and filings.

Wisdom Tax Services, Lawton, OK — Tax Preparer

FEBRUARY 2015 - MAY 2015

Handle customer correspondence, scheduling, and administrative duties. Used Drake tax preparation software to file clients' taxes.

The Brow Parlour, Lawton, OK — Spa Front Desk Manager

DECEMBER 2013 - JANUARY 2015

Oversaw scheduling logistics, inventory management, customer correspondence, customer rewards system, cash handling. Trained new front desk staff and created a manual for the position. Created new systems to cultivate a more effective workflow. Increased customer base with new marketing strategies on social media.

Freelance and Customer Service, Various — Web Design/Various

SEPTEMBER 2013 - FEBRUARY 2016

Created a website with original food photography for one business.

EDUCATION

Georgia State University, Atlanta, GA — Bachelor's in C.S.

AUGUST 2015 - DECEMBER 2018

Concentration in Networks and Parallel Computing, minor in Music. HOPE Scholarship and Keep HOPE Alive Scholarship recipient.

Florida Gulf Coast University, Online — Pharmacy Technician Certificate Program

2013

Nationally Certified Pharmacy Technician (CPht.) (Now expired)

SKILLS

Documentation

Data Visualization

Information Security

Team Collaboration

Agile

KNOWLEDGE

VMware Virtualization

Linux(Red Hat)

Network+

APIs

IBM QRadar SIEM

Camtasia

Audacity

Web Hosting

LANGUAGES

Java

JavaScript

HTML/CSS

C