

JOSHUA HESCH

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Recent graduate with a Master of Science in Cybersecurity and Information Assurance with a 3.9 GPA. During the degree, I was able to successfully show competence in several cybersecurity topics. Such as, forensically analyzing a hard drive, performing a risk assessment on a data breach, performing vulnerability assessments using Nessus and OpenVAS, and analyzing malware and packets.

EDUCATION

MASTER OF SCIENCE IN CYBERSECURITY AND INFORMATION ASSURANCE,
SOUTHERN UTAH UNIVERSITY

BACHELOR OF SCIENCE IN PSYCHOLOGY, UTAH STATE UNIVERSITY

ASSOCIATE OF SCIENCE IN GENERAL STUDIES, WEBER STATE UNIVERSITY

HONORS DIPLOMA, DIXIE HIGH SCHOOL

CERTIFICATIONS

TESTOUT SECURITY PRO

EXPERIENCE

2015 – PRESENT

CSR/STATION RELIEF AGENT, AMTRAK

- When there are issues with any equipment at the train station, I can troubleshoot and find a solution.
- Assisted passengers boarding/deboarding the train in the 12 minutes that Amtrak allows for dwell time at my station.
- Set up new protocols for communicating so that when issues arise all employees in the area will be informed.
- Learned Amtrak's computer system, which has its own language, and accurately used the system.
- Kept the station and property clean/organized and passed all audits by Amtrak.
- Unloaded baggage according to all safety protocols that Amtrak issues.
- Sanitized water boxes to FDA regulations.
- Organized monthly station sales reports so that they are viewable by upper management.

2011 – 2015

DISTRICT MANAGER/CO-FOUNDER, JAYCUBED, LLC, DBA, ZAGG, INC.

- Scouted and researched areas for 3 new franchise locations.
- Researched and obtained all documentation and supplies needed to successfully open the businesses.

- Ordered, tracked, and managed inventory and office supplies for two locations to the degree of maintaining a balanced budget.
- Hired and trained employees to the highest of standards resulting in no accidents involving customer property.
- Built and continue to maintain relationships with key partners creating a thriving, mutual-beneficial environment.
- Learned and mastered the repair of small personal electronics.

2011

ADMINISTRATIVE ASSISTANT, ZAGG, INC.

- Promoted after 2 months from Customer Service Representative.
- Wired, set up, and organized a new phone system for 50 call center employees.
- Diagnosed and fixed employee equipment when it malfunctioned.

HONORS AND AWARDS

Creating Value Award – Loomis
Employee of the month – ZAGG, Inc.
Cum Laude – Utah State University

VOLUNTEER WORK

2018 - 2020

PATIENT VOLUNTEER, HOPEWEST

- Visited with patients and listened so that they felt like they were not forgotten.
- Stood vigil for patients actively dying so they did not have to die alone.
- Transported patients so that they could get out of their living quarters and improve their mood.
- Prepared hourly reports so that Hopewest can document volunteer hours for Medicaid requirements.