**Kenny Tran**

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**EDUCATION**

**University of Texas at Dallas Richardson, Texas**

*B.S. in Computer Information Systems and Technology Expected Graduation, May 2026*

* **Concentrations:** Cybersecurity Management Track
* **Related Coursework:** Database Fundamentals, Network and Info. Security, System Analytics and Design, Foundations of Business Intelligence, Data Governance, Information Technology Cybersecurity

**EXPERIENCE**

**The Beck Group Dallas, Texas**

*IT Help Desk Intern May 2024 – August 2024*

* Delivered prompt IT support across email, phone, and in-person channels, resolving hardware, software, and network issues
* Streamlined onboarding for new hires by configuring laptops, setting up essential program access, and guiding initial IT setup
* Led the replacement of 80+ computers and managed recycling for 200+ laptops, ensuring secure data disposal and efficient asset management

**Apple Inc. Cupertino, California**

*Apple Technical Support Advisor May 2023 – Sept 2023*

* Analyzed root causes of technical issues for iOS/macOS users, utilizing Apple’s internal databases
* Decreased average call handle time to 10 minutes, achieving a monthly 100% customer satisfaction score

**BlackSwan Cyber Security Dallas, Texas**

*Cyber Security Intern May 2023-Aug 2023*

* Enhanced cybersecurity processes and productivity through strategic support and task prioritization
* Created SOC monthly threat reports, distributing insights in newsletter format
* Authored cybersecurity blog posts to strengthen public awareness and expertise

**Best Buy Garland, Texas**

*Consultation and Advanced Repair Agent Oct 2021 –Jan 2022*

* Consulted on technology solutions, diagnosing and resolving hardware/software issues
* Managed 20+ devices a week ranging from malware removal, iPhone repair and PC builds while maintaining customer communication throughout the repair process

**CERTIFICATIONS**

* CompTIA A+ *Earned September 2024*
* CompTIA Network+ *In Progress, Expected May 2025*
* CompTIA Security+ *In Progress, Expected June 2025*
* Microsoft Azure Fundamentals (AZ-900) *In Progress, Expected June 2025*
* Splunk Core Certified User *In Progress, Expected August 2025*

**SKILLS**

**Programming:** Java, Python, JavaScript, HTML/CSS, SQL, R, Node.js, React.js, MATLAB, C++, C, Swift (iOS)

**Tools:** Android Studio, IntelliJ, PyCharm, Eclipse, AWS, Jupyter Notebooks, Git, Bootstrap, Spring Boot, Agile, mySQL, XAMPP