

Liam Huynh

TECHNICAL SUPPORT ENGINEER – COMPUTER SCIENCE – WICHITA STATE UNIVERSITY

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ABOUT ME

Technical Knowledge C/C++, Python, Kali Linux, Wireshark, Burp Suite and NMAP
Interests Cyber Attacks, International Travel, Photography and Foods

WORK EXPERIENCE

ServiceNow

Remote, KS

Technical Support Engineer – Automation Team

01.2022 – Current

- Suggest and implement improvements to internal processes
- Resolve and provide root cause analysis of company's products
- Communicate with clients and teams through cases to ensure issues get resolve within a time limit

Textron Aviation

Wichita, KS

Technical Support Engineer Student Contractor

07.2020 - 12.2021

- Trained and assist students at the help desk and remote technical support level
- Performed security provisioning and granted access rights to servers and network accounts to meet with compliance standard

CURO Financial Corp

Wichita, KS

Web development & Cybersecurity Student Contractor

05.2020 - 08.2020

- Learned HTML5, CSS, and JavaScript for web application development to meet client's requests
- Detected multiples vulnerabilities through the usage of Burp Suite and assisted team with securing web development

Textron Aviation

Wichita, KS

Information Technology Specialist Contractor

01.2019- 04.2020

- Built and deployed new Win10 devices for employees within a timely manner
- Utilized Active Directory for secure access management of network-attached resources

COMPETITION AND PROJECT

National Cyber League Competition

09.2021- 12.2021

- Competed various challenges such as password cracking, log analysis, digital forensic during the NCL challenge
- Hand-on experience using Wireshark, Nmap on Kali to help team achieved 94.5% accuracy during competition
- Obtained the national ranked of 144th out of 3910 teams and earned 13 hours of CompTIA's credit for certification renewal

Temperature Check-In KIOSK Project

01.2021- 12.2021

- Led a team of 5 to create a temperate check-in KIOSK to help prevent the spread of flu/covid during the pandemic
- Successfully created a functional temperature KIOSK machine with a 75% cost reduction compared to products on market

EDUCATION AND CERTIFICATIONS

Wichita State University

2018 - 2021

- Bachelor's in Computer Science

CompTIA Pentest+ Certification

2022 - 2025

CompTIA Security+ Certification

2021 - 2024

CompTIA A+ Certification

2021 - 2024