

Lilian Law

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EDUCATION

Geography Data Science, University of Washington, Seattle

Expected June 2026

Relevant Coursework: Information Assurance and Cybersecurity, Advanced Methods in Data Science, Intermediate Data Programming, Intro to Database Systems, Data Structures and Algorithms, Computer Programming I & II, Foundational Skills for Data Science

CERTIFICATIONS

CompTIA Network+ (N10-009)

September 2025

WORK EXPERIENCE

University of Washington Education Department - Tier I/II IT Support - Seattle, WA

June 2023 - Present

- Managed up to 20 tickets per week by establishing reliable communication over phone and in person with end users while developing individualized plans of action
- Internally published documentation on procedures, troubleshooting, and diagnostics for on site work and job training
- Worked with the IT team to provide reliable, on-demand troubleshooting and repair services for technology in 7 classrooms
- Trained new student workers
- Tested and deployed Microsoft Deployment Toolkit in combination with PowerShell scripts to automate computer deployment
- Learned PowerShell to create and deploy a script to rename a computer, join and add it to the Active Directory domain, install all Windows updates, find, download, and install the latest version of all necessary programs and drivers, and restart the computer as needed
- Learned Bash to create and deploy a script for Macs to rename the computer, add it to the inventory system, and install the latest versions of necessary software
- Created organizational units and group policies in Active Directory
- Provided comprehensive laptop repair services including hardware diagnostics, component replacement, and performance upgrades while maintaining clear client communication throughout the process

University of Washington Allen School - Teaching Assistant CSE 122 - Seattle, WA

January - March 2023

- Taught intermediate java material to a section of 30 students
- Proctored and scored exams
- Answered student questions on a discussion board
- Guided and tutored students during section and in the introductory programming lab

Eastside Technology Center - Head Technician - Seattle, WA

June 2022 - March 2023

- Diagnosed, troubleshooted, and upgraded client computers
- Provide computer recommendations to clients
- Wrote documentation and created forms

SKILLS

Scripting Languages: Python, PowerShell, Bash, R, SQL

Operating Systems: Windows (Windows 7, Windows 8, Windows 10, Windows 11, Windows Server 2019, Windows Server 2022, Windows Server 2025), MacOS, Linux (Ubuntu Desktop, Linux Mint, Kali Linux, KDE Neon)

Technologies: ProxMox, VMware, Hyper-V, Docker, Jamf, Apple Configurator, Freshservice ticket system, TeamViewer, Parsec, Microsoft Office, Adobe Acrobat Pro

Leadership:

Batman's Kitchen - *Co-President* - Seattle, WA

February 2022 - Present

Washington Gaming Association Magic: The Gathering - *President* - Seattle, WA

September 2021 - Present

PROJECTS

Homelab - Personal Project

October 2021 - Current

- Installed Opnsense on a machine to learn about and practice firewalls, switches, routers, DNS, DHCP, and computer networking

- Deployed ProxMox on Dell Poweredge 210 servers and implemented Ubiquiti routers and switches to gain hands on experience with bare metal hypervisors and server management
- Implemented Active Directory in Windows Server 2022 to practice Active Directory
- Configured Microsoft Deployment Toolkit in Windows Server 2025 to deploy Windows 10 and 11
- Created VMs in HyperV, VMware Workstation, and Virtual Box to test software and for use in CTFs
- Became familiar with Kali Linux, Ubuntu, Linux Mint, KDE Neon, and other Linux distros
- Built a desktop computer and applied knowledge from a A+ certification book

EXTRACURRICULAR ACTIVITIES

DubsTech 2023 Datathon

February 2023

- Organized and filtered data about the COVID pandemic
- Created graphs for each state in the US to show COVID levels

Batman's Kitchen (University of Washington Cyber Security Club)

February 2022 - Present

- Collegiate Cyber Defense Competition team manager
 - Coordinate and lead curriculum meetings for 12 students about Linux, Active Directory, Windows, Windows services, and computer networking
- Prepare and teach workshops for up to 50 members on topics including cross site scripting, SQL injection, Linux command line, computer networking, Active Directory, and introduction to computer hardware
- Foster an inclusive environment for members of all experience levels
- Organize and coordinate meetings
- Participate in Capture the Flag competitions
 - Spokane Cyber Cup (February 10 2024)
 - Buckeye CTF (September 29th-October 1st 2023, September 27th-September 29th)
 - Google CTF (June 23-25 2023)
 - KC7 Foundation Dai-Wok Foods (May 13 2023)
 - Pico CTF (March 14-28 2023, March 14-28 2024)
 - LACTF (February 9-11 2023)
 - Iris CTF (January 7-9 2023)
 - Square CTF (November 17-19 2022 and November 17-18 2023)

Washington Gaming Association Magic: The Gathering

September 2021 - Present

- Creating an open and welcoming environment for all members
- Organize, coordinate, and facilitate events
- Recruit new members

Campus Philharmonia Orchestra

2012 - 2021, September 2024 - Present

- 2021 Solo and Ensemble Competition
- 2020 Solo and Ensemble Competition

VOLUNTEERING

Intro Cybersecurity Awareness Workshop

June 2023

- Researched, created, and presented material covering malware, cyberattacks, secure passwords, online safety, and wifi safety
- Coordinated and planned an introductory workshop at Ravenna Eckstein Community Center for elderly