Liya Thomas

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SUMMARY

Cyber Security graduate with expertise in threat analysis, website security, and red team operations. Proven ability in vulnerability assessment, incident response, and implementing proactive security measures to safeguard assets and enhance organizational resilience. Skilled in identifying and mitigating security risks to ensure robust protection against evolving cyber threats.

EXPERIENCE

Service Desk

Reddy Express   **April 2024 - Present，Anglesea**

- Assisted customers by troubleshooting minor technical issues with the store's payment and service systems, ensuring efficient problem resolution.
- Managed digital and POS systems, maintaining data accuracy and quickly addressing any operational disruptions.
- Provided information on services and products using strong communication, contributing to an positive customer experience.

Business Analyst

Cyber Security Link   **January 2024 - September 2024，Williamstown**

- Conducted market research, identifying trends to optimize product positioning strategies.
- Analyzed customer data, improving targeting accuracy and increasing conversion rates.
- Generated reports, delivering insights that informed executive decisions..

Website Developer Leader

Chameleon Website   **June 2023 - November 2023，Melbourne**

- Led team to develop responsive and user-friendly websites.
- Managed end-to-end website development projects from concept to launch.
- Implemented best practices for website performance and SEO optimization..
- Spearheaded integration of call logging system into websites using JavaScript, enhancing user interaction tracking and reducing response time by 20%.

Cybersecurity Red Team Lead

Redback Operation   **February 2023 - August 2023，Melbourne**

- Led team to identify and mitigate security vulnerabilities effectively.
- Developed 15 distinct red team use cases to test security.
- Trained team members on advanced tactics and security assessment tools..
- Coordinated red team assignments bi-annually, utilizing penetration testing tools to enhance security posture by 20%.

EDUCATION

Professional Year

ECA • Geelong • 2024-2025

Bachelor of Cyber Security

Deakin University • Geelong • 2021-2024

SKILLS

Microsoft Office Suite, Checkpoint Firewall, Linux/CLI/SSH, VMware, Wireshark, Nessus, Metasploit,ISO 27001, NIST, OWASP Top 10, MITRE ATT&CK, HTML, CSS, Java, Python, C#, Bootstrap, hardware/software troubleshooting, call logging, escalation procedures, first-level resolution, ITIL, customer service, communication, conflict resolution, time management.