

Madison Norton

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Summary Statement

A seasoned worker and Computer Technology major with extensive coursework and understanding in many subjects related to cybersecurity, server management, and database administration.

Education

BACHELOR OF SCIENCE | EXPECTED MAY 2025 | BOWIE STATE UNIVERSITY

- Major: Computer Technology
- Track: Cybersecurity

Work History

COMPUTER ANALYST INTERN | CHARLES COUNTY PUBLIC SCHOOLS | JUNE 2021 – APRIL 2024

Assist in installation, configuration, repairs, troubleshooting, maintenance, and security management of data, communications, computer hardware and software within the school system. Including completing and following up on helpdesk tickets created by users within the schools.

CONSTRUCTION ENGINEERING INTERN/FIELD TECHNICIAN | PRIMECS | MAY 2024 – DEC 2024

Installing, maintaining, and troubleshooting technical equipment and systems at client sites. Diagnosing and repairing hardware and software issues, performing system calibrations, and ensuring optimal performance of machinery and devices. Providing on-site technical support, conducting inspections, and completing detailed service reports.

IS SUPPORT ASSOCIATE TIER II | GW CEDAR HILL REGIONAL MED CENTER | FEB 2025 – PRESENT

Setup and configure various healthcare related devices. Work closely with the LAN team to identify faulty network ports using flukes. Add devices to designated OUs through Active Directory, while following naming conventions of location-specific devices. Push tasks like auto-logon and password expiry through Symmantec Console Management to deployed devices.

Related Coursework

- Computer Networking • Server Administration
- Software and OS Security • Cryptography & Application
- Prin. Of Intrusion Detection/Prevention • Foundation of Comp/Network Secu.

Related Skills

- Active Directory • Troubleshooting • Intrusion Detection
- Windows Server • Hyper-V • Hardware Configuration/Repair
- Azure Directory • Server Management • Network Security