Donald Peters

Downers Grove, IL 60515

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Dynamic individual with hands-on experience in penetration testing and talent for navigating challenges. Brings strong problem-solving skills and proactive approach to new tasks. Known for adaptability, creativity, and results-oriented mindset. Committed to making meaningful contributions and advancing organizational goals.

Certifications

- CompTIA: **Security+**
- Security Clearance: **Secret**
- Coursera: **Google Cybersecurity Professional Certificate**
- Coursera: **Certified Ethical Hacking v12 Specialization**
- TryHackMe: **Junior Penetration Tester**
- TryHackMe: **Web Fundamentals**

Skills

- Python
- Metasploit
- Kali Linux
- SQL
- Web application testing
- Burp Suite
- Nmap
- Java
- Wireshark
- Network protocols

Work History

Service Desk Analyst

Nexagen Networks, Rock Island, IL   *May 2024 - Current*

- Monitored the satellite networks to ensure network stability and documented network outages.
- Addressed user customer service concerns and decided when to escalate problems to specialist team members.
- Entered service tickets into incident tracking system to facilitate faster problem identification and resolution.
- Diagnosed and troubleshot hardware, software and network issues.
- Managed approximately 30 incoming calls and emails per day from customers.
- Trained 2 new analysts on proper procedures and guidelines, and guided their growth to become top performers on the service desk.

Website Developer

Critical Technology Solutions, Downers Grove, IL   *June 2023 - May 2024*

- Designed, implemented and monitored web pages, plugins, and functionality for continuous improvement.
- Oversaw technical issues and troubleshooting requests to resolve user problems.
- Applied effective time management techniques to meet tight deadlines.
- Collected, defined and translated user requirements into project designs and implementation plans.

IT Help Desk Technician
Service Steel, East Moline, IL   *February 2022 - November 2022*

- Created an IT inventory control system to efficiently and effectively track company devices.
- Integrated Windows computers into 14 operational technology workstations to increase productivity and manage workflows.
- Simplified network administration by transitioning static to dynamic IP addresses. Added efficiencies by eliminating need for manual configuration when devices joined or left network.
- Configured hardware, devices, and software to set up work stations for employees.

Installation Technician
Critical Technology Solutions, Downers Grove, IL   *June 2019 - August 2021*

- Maintained high level of safety when using hand and power equipment for hoisting, measuring, testing, and drilling of various types of installations.
- Promoted quality assurance by employing white box and black box testing methods.

Education

Augustana College at Rock Island, IL
Bachelor of Arts in Computer Science And Political Science

- Relevant Coursework: Principles in Computer Systems, Algorithms and Computer Theory, Software Development, and Data Structures.
- Extracurricular Activities: Cofounder and Treasurer of the Augustana Cyber Security Club.
- President of Gamma Alpha Beta.
- Capstone Project: Nighthawk Fitness, Designed fitness app to help users achieve health and fitness goals by providing personalized workout plans, nutrition tracking, and a workout log. As a team member, conducted research and established data architecture. https://github.com/AugustanaCSC490Spring23/Nighthawk-Fitness
- Capstone Project: 3D game board editor for table-top RPG games. The program allows users to create, edit, and export their map to a 3D Printer. As a team member, designed and developed the editor and the user interface. https://github.com/AugustanaCSC305Fall22/CurlewRepo

Accomplishments

- Boy Scouts: Eagle Scout
- Order of the Arrow: Boy Scouts Honor Society
- National Technical Honor Society: Member
- St.Baldricks: 15 Year Participant and Fundraiser