

**Nafisa Humyra**  
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## EDUCATION

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**Montclair State University**, Montclair, NJ

*Bachelor of Science in Information Technology, Minors in Computer Science and Psychology*

GPA: 3.8

## WORK EXPERIENCE

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**Division of Information Technology at MSU**, Montclair, NJ

Dec 2021 – Present

*Desktop Technician - Level II (May 2023 – Present)*

- Provide comprehensive technical support for Mac and Windows systems, collaborating with IT stakeholders to ensure alignment with business needs and technical requirements.
- Coordinate system administration and ensure compliance with organizational standards, reducing risk exposure through proactive monitoring.
- Manage user account administration and equipment renewals via ServiceNow, enhancing service delivery and reducing operational bottlenecks.
- Conduct security system administration, perform configuration management, and ensure system integrity through routine maintenance and troubleshooting.
- Collaborate with the full-time IT team to manage Microsoft Active Directory, oversee user account management, and handle equipment lease renewals and replacements via ServiceNow.

*IT Support Technician - Level I (Dec 2021 – May 2023)*

- Delivered comprehensive technical support for Mac and Windows systems by diagnosing and resolving issues related to computer systems, hardware, software, and peripherals.
- Managed incident responses by documenting detailed records of client interactions and problem resolutions within Service-Now

**SkyIT Services**, Alberta, CA

Jan 2024 – Apr 2024

*Cybersecurity Intern*

- Conducted penetration testing and web security assessments using tools like Nikto and OWASP ZAP to identify vulnerabilities.
- Audited Content Security Policies (CSP) to mitigate cross-site scripting (XSS) and addressed misconfigurations.
- Researched and developed MFA policies, optimizing user flow and minimizing security risks.
- Collaborated with cross-functional teams to develop training materials to increase security awareness across the organization.

**Network Science Research Lab**, Montclair, NJ

Jan 2024 – May 2024

*Cybersecurity Student Researcher*

**GitHub link:** <https://github.com/nafisahumyra/covert-channel-simulation>

- Implemented a covert channel simulation to bypass Snort IDS detection using Python and Scapy
- Set up a virtual network environment with multiple VMs to conduct packet analysis.
- Analyzed and evaluated network packet data using Wireshark to identify potential vulnerabilities of covert channels.

## PROJECTS

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**Portfolio link:** <https://nafisahumyra.github.io/projects/>

**Secure Email Communication & Traffic Monitoring | Linux System Administration**

- Orchestrated secure communication pathway using virtual machines and routing traffic.
- Implemented SquirrelMail on VM1 for streamlined email management.
- Configured Snort rules, monitoring and securing key protocols: HTTP, SMTP, IMAP, DNS, and NFS.

## SKILLS

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Tools: Microsoft Office Suite, ServiceNow, Wireshark, OWASP ZAP, Active Directory

Programming: Python, Java, C, MIPS, SQL, Bash scripting

OS: Linux Command Line, Ubuntu, Windows, macOS