

Nafisa Humyra
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EDUCATION

Montclair State University, Montclair, NJ

May 2024

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

- GPA: 3.8
- Honors: Magna Cum Laude, Dean's List

WORK EXPERIENCE

MSU Division of Information Technology, Montclair, NJ

Dec 2021 - Present

Desktop Technician (May 2023 – Present)

- Provide troubleshooting and technical support for hardware and software issues across Mac and Windows devices, printers, and network systems.
- Perform software and hardware installations, data migrations, system upgrades, and machine imaging/reimaging.
- Collaborate with the IT team to manage Microsoft Active Directory, oversee user account administration, and streamline equipment lease renewals and replacements via ServiceNow.
- Set up and support AV equipment for meetings and events, ensuring seamless operation of audiovisual systems.

IT Support Technician (Jan 2022 – May 2023)

- Provided Mac and Windows technical support by email, phone support and remote support.
- Diagnosed and resolved technical problems related to computer systems, software, printers, network connectivity.
- Identified and resolved technical issues contributing to a 20% reduction in repeat issues.
- Maintained detailed records of client interactions and problem resolution in Service-now ticketing system.

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 and mitigate 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.
- Created and delivered employee cybersecurity training materials, improving organizational security awareness.

Network Science Research Lab, Montclair, NJ

Jan 2024 - May 2024

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 to identify potential vulnerabilities and effectiveness of covert channels.

TECHNICAL SKILLS

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

Web: HTML, CSS, JavaScript, PHP

OS: Linux Command Line, Ubuntu, Windows, macOS

CORE COMPETENCIES

- | | | |
|----------------------------|-------------------|-------------------|
| • Incident Response | • Multitasking | • Problem-solving |
| • Configuration Management | • Risk Mitigation | • Threat Analysis |