Nafisa Humyra
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EDUCATION

Montclair State University, Montclair, NJ

Bachelor of Science in Information Technology, Minors in Computer Science and Psychology   GPA: 3.8

WORK EXPERIENCE

Division of Information Technology, Montclair, NJ   Dec 2021 – Present

Desktop Technician (May 2023 – Present)

- Provide technical support for Mac and Windows systems through onsite assistance.
- Install and upgrade software and hardware, manage data transfers to new machines, and handle imaging, reimaging, and secure wiping of devices.
- Conduct security system administration, perform configuration management, and ensure system integrity through routine maintenance and troubleshooting.
- Lead the coordination of system implementations and upgrades, offering technical and operational guidance.
- 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 (Jan 2022 – May 2023)

- Delivered comprehensive technical support for Mac and Windows systems by diagnosing and resolving issues related to computer systems, hardware, software, and peripherals.
- Worked with physical systems and hardware through managing and maintaining Audio-Visual (AV) equipment.
- Managed incident responses by documenting detailed records of client interactions and problem resolutions within 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

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 to identify potential vulnerabilities and effectiveness of covert channels.

PROJECTS

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.

TECHNICAL SKILLS

Programming: Python, Java, C, MIPS, SQL, Bash scripting
OS: Linux Command Line, Ubuntu, Windows, macOS