NICHOLAS SHARLAND

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PROFESSIONAL SUMMARY

Highly motivated and detail-oriented cybersecurity professional with a Master of Science degree in Cybersecurity and hands-on experience in vulnerability assessment, phishing awareness training, risk management, and incident responses. Proven ability to translate technical concepts for non-technical audiences and leveraging strong analytical, problem-solving, and communication skills, developed through diverse experience in financial, operational, and human resources roles, to proactively identify and mitigate security threats. Seeking to apply a comprehensive understanding of cybersecurity principles and risk assessments to contribute to a dynamic security operation or cybersecurity education team to safeguard critical assets and foster a culture of cyber awareness.

EDUCATION

MASTER OF SCIENCE, CYBERSECURITY | Grand Valley State University, Allendale, MI | April 2024

BACHELOR OF BUSINESS ADMINISTRATION | Grand Valley State University, Allendale, MI | April 2005

RELEVANT SKILLS

- **Cybersecurity Tools and Technologies**: SIEM Tools (Splunk, Microsoft Sentinel), Vulnerability Scanning (Nessus), Network Security (Firewalls, IDS/IPS, VPN), Encryption, Network Switches, Routers, Ethical Hacking Techniques, Cyber-forensics.
- **Security Frameworks and Compliance**: NIST Framework (NIST 800-171), ISO 27001, PCI DSS, Agile Software Development, Risk Management Framework, Cybersecurity policies.
- **Operating Systems**: Windows, Linux
- **Programming Languages**: Python, Java, C++, Basic HTML/CSS.
- **Data Management and Tools**: Microsoft Access, Microsoft Excel, QuickBooks, Data Analysis, Threat Modeling, Comparative Analysis, Auditing.

PROFESSIONAL EXPERIENCE

Information Security Analyst Intern, **Grand Valley State University**   **May 2021 to January 2022**
- Performed Risk Assessments to adequately assess risk to the university during procurement, identifying vulnerabilities and recommending remediation strategies to minimize potential threats
- Assisted in securing the University's PCI environment, contributing to maintaining compliance with relevant security standards
- Managed Project Teams that involved sensitive data and forecasting support to minimize risk and ensure data integrity
- Established and administered cybersecurity awareness and training campaigns, educating staff on security best practices and improving understanding of potential threats.
- Performed Security Scans and Audits on Shared File Systems, identifying and addressing vulnerabilities to enhance security posture

Fulfillment Specialist, Target, Atlanta, GA   *November 2024 to Present*
- Selected items for order pick up with a focus on speed and accuracy to meet customer demand
- Delivered quality and accuracy with each order in a timely manner, contributing to customer satisfaction

Admissions and Guest Services Specialist, John Ball Zoo, Grand Rapids, MI **May 2022 to November 2024**
- Managed the (V/R) department, troubleshooting technical issues to ensure a seamless guest experience and minimal downtime
- Advised various departments on technical issues and potential software updates, collaborating to improve system efficiency and user experience
- Responsible for processing and maintaining zoo membership, ensuring data accuracy and secure handling of sensitive member information
- Processed sales transactions for guests in the ticketing office and other attractions, cross-selling products and maintaining accurate financial records

ADDITIONAL EXPERIENCE

Financial Analysis II, MSU Federal Credit Union, East Lansing, MI **January 2018 – April 2020**
- Conducted in-depth financial analysis, including comparative statements, common size statements, trend analysis, and ratio analysis, to identify key movements and trends impacting the organization
- Performed financial forecasting and budgeting for multiple departments, identifying and implementing cost-saving measures that contributed to optimizing resource allocation
- Identified opportunities to educate members and cross-sell MSUFCU's products and services that would benefit them
- Contributed to strategic decision making by generating detailed financial reports and forecasts for leadership

E-Services Specialist, MSU Federal Credit Union, East Lansing, MI ***October* 2015 – January 2018**
- Provided technical assistance and troubleshooting for staff and members regarding MSUFCU and third-party electronic products and services, resolving technical issues efficiently
- Collaborated effectively within a team of over 50 individuals to assist members via eMessage and Live Chat, maintaining independent work while supporting team goals
- Performed financial and file maintenance transactions required to make necessary corrections or requested services on member accounts and communicate results and resolutions to members with a thorough, professional, and friendly response

Operations Manager, **American Eagle, Okemos, MI** **September 2012 – October 2015**
- Managed all aspects of receiving, accepting, unloading, and stocking delivered materials, ensuring efficient inventory flow
- Trained new associates, coached staff on stockroom and store maintenance, fostering adherence to operational standards
- Utilized versatile software for creating shipping labels, identification tags, and shipping manifests, ensuring accurate record-keeping
- Maintained accurate records of goods received and managed quarterly inventories of goods on hand, ensuring proper inventory levels based on Key Performance Indicators and other key metrics
- Built and maintained positive customer and vendor relationships to optimize operational efficiency
- Travelled to other American Eagle stores to train employees and management on stockroom maintenance, upkeep, new methods, demonstrating leadership and training skills

Human Resources/Payroll Specialist, **Lansing Entertainment and Public Facilities Authority, Lansing, MI**
January 2012 to September 2012
- Prepared, maintained, and balanced confidential employee records, ensuring accuracy and data integrity
- Ensured proper administration and compliance with collective bargaining agreements and internal policies
- Served as a liaison between employees and benefit providers, facilitating communication and resolving benefit-related inquiries
- Maintained comprehensive and secure employee personnel files, ensuring confidentiality and regulatory adherence
- Compiled and maintained data for monthly, quarterly, and annual payroll tax, pension, and unemployment reports, ensuring timely and accurate submissions
- Facilitated processing of payroll checks and related deductions, ensuring accuracy and adherence to regulations

- Processed Workers' Compensation and ensured adherence to OSHA policies, contributing to workplace safety and compliance

Human Resources Assistant, **State of Michigan – QOL HR serving DEQ, DNR, and MDARD, Lansing MI**
April 2011 to November 2011

- Reviewed billing invoices and processed partial tuition refund applications, ensuring accuracy and compliance with policies
- Proofed bill analysis, Memorandums of Understanding (MOU), and various confidential documents for the Director of DEQ, maintaining high attention to detail
- Used Versatile software to create labels and send confidential files to the Records Center, ensuring secure and accurate document management
- Maintained the Workers' Compensation/MiOSHA database, ensuring data integrity and contributing to compliance reporting
- Coordinated Emergency Monitoring plans for Mason Building and Constitution Hall, demonstrating organizational and critical thinking skills
- Created notification letters to employees and their supervisors regarding Health Monitoring, facilitating communication on sensitive topics
- Processed medical claims, mail and fax, demonstrating efficiency in handling sensitive information
- Creating Access and Excel databases and entering data into databases, developing and maintaining structured data systems

SOFT SKILLS

- Risk Assessment and Mitigation
- Analytical and Problem-Solving
- Communication (Verbal and Written)
- Teamwork and Collaboration
- Attention to Detail
- Adaptability
- Compliance and Regulatory Adherence
- Process Improvement