**Nicholas Sharland**

**616-723-4543 |** [**nicksharland@yahoo.com**](mailto:nicksharland@yahoo.com) **| Atlanta, Georgia**

**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