Paige Venuto

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Summary

Studious and self-driven software engineer and IT professional
with an enthusiasm for Linux, networking and information security.

Education

August 2016	**May 2015**	**May 2018**	**March 2019**	**Current**
General Education Development Diploma	CompTIA A+ Certification	CompTIA Network+ Certification	CompTIA Security+ Certification	Springboard Software Engineering Bootcamp

Experience

Help Desk Analyst, Avast
August 2017 — April 2019

- Supported B2B executives and technicians by providing technical consultation, troubleshooting, and solutions.
- Resolved technical obstacles averaging 30 cases daily over phone, email, and remote desktop.
- Collaberated with multiple teams by tracking and documenting bug reports, service requests and feature requests across a variety of platforms.
- Assisted end users and coworkers by creating knowledge base articles, troubleshooting guides, and product tutorials.
- Solely responsible for overnight user support and escalating critical service outages.

Technical Skills

- Python, JavaScript, Bash, PowerShell
- Unix / Linux operating systems and software.
- Active directory, SQL, and LaTeX
- TCP/IP protocols and standards
- Hypervisors and containerization
- Cryptogtaphy and security conventions

Projects

Arduino USB Rubber Ducky
- Built a rubber ducky for under $5 using Linux and a Digispark Attiny85 development board.

Raspberry Pi VPN Server
- Built a VPN server from OpenVPN, dynamic DNS with ddclient, and EasyRSA for keypairs.