Ayesha Raza

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Sykesville, MD

(410) 865-9939
araza1@umd.edu
github.com/razaayesha336

Technical Skills

Wireshark

Data analysis

Network analysis

Penetration testing

MySql Workbench

R Studio

Objective:

An honor student pursuing a degree in Information Science specializing in Data Science and CyberSecurity with an ultimate goal of becoming an Data Scientist. Willing to take steps to go down the path and apply my experience assisting a company to maintain data integrity.

Education:

Bachelor of Science in Information Science: Data Science & Cybersecurity Specialization.	**December 2020**
University of Maryland, College Park, MD	
Associate of Arts in Network Security.	**GPA 4.0	December 2016**
Howard Community College, Coulmbia, MD	
Phi Theta Kappa Honor Society.	**2015 - Present**
MD State Senatorial Scholarship FT.	**2016-Present**
Sigma Alpha Pi.	**2016-Present**

Languages

HTML

CSS

R

MySql

C++

Java

Urdu

Experience:

Service Desk Technician	**August 2018 – Present**

University of Maryland, College Park, MD

- Interface with multiple level of users, management, VIPs, and technical staff concerning first level needs.
- Assist customers seeking technical assistance over the phone or live chat.
- Identifies and escalates situations requiring urgent attention.
- Use a ticketing system to track and route problems and requests and document solutions.
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- Determines whether problems are caused by hardware or software, and resolves calls immediately with the customer.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Works with the service desk team to research and document problem resolutions.

Assistant Directory & Camp Counselor for Google igniteCS	**December 2016 – July 2017**

Howard Community College, Columbia, MD

- Taught middle school girls about software and coding, robotics, Raspberry Pi Technology, and 3D printing.
- They learned coding and built meme and sites with coding.

- Taught them different computer languages: such as Java, HTML, CSS etc.

Cyber-Security Intern   **January 2017 – February 2017**

Howard Community College, Columbia, MD

- Created a Network template for a theoretical small business to use as a reference in future to protect their network against broader range of malicious threats.
- Drafted Acceptable Use Policy (AUP).
- Researched and created a report related to security clearance and cleaning up social profiles for individuals looking for a job in the Government sector.

Math Tutor   **August 2015 – May 2017**

Howard Community College, Columbia, MD

- Assisted students individually and in small groups in targeted areas.
- Provided supplemental assignments to ascertain level of understanding.

Relevant Coursework:

- Dynamic Web Applications.
- Systematic Program Design I & II.
- Decision-Making for Information Science.
- Statistics for Information Science.
- Database Design and Modeling.
- Intrusion Detection Systems.
- Network Security Systems.
- Ethical Hacking and Cyber Defense.