

## Sonseehray Oden

Milwaukee, WI

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### Professional Summary

Detail-oriented and motivated professional with 20 years of experience in administrative operations, client relations, and data management. Recently transitioned into cybersecurity through the Google Cybersecurity Certificate and hands-on home lab projects. I am skilled in firewall configuration, SIEM tools, and ethical hacking techniques. Adept at problem-solving, technical troubleshooting, and cross-functional collaboration. Seeking a remote cybersecurity or technical support role to leverage both analytical and organizational strengths.

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### Technical Skills

-  Cybersecurity Fundamentals: Risk Assessment, Threat Analysis, Incident Response
  -  Network Security & Firewall Configuration
  -  Linux & Windows Administration
  -  Programming: Python, JavaScript, HTML5, CSS3
  -  SIEM Tools & Log Analysis (Splunk, Wireshark)
  -  Data Encryption & Cryptography Basics
  -  Ethical Hacking & Vulnerability Testing
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### Home Lab Projects

#### Firewall Configuration for Secure Network Protection

- Set up firewall rules to restrict unauthorized access
- Monitored and analyzed network traffic using Wireshark

#### Cybersecurity Home Lab Setup

- Installed Kali Linux and tools like Nmap, Metasploit, and Wireshark
  - Practiced ethical hacking in an isolated environment
  - Simulated cyberattacks to evaluate system defenses
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### Professional Experience

#### Milwaukee Public School District — Milwaukee, WI

*Secretary* | Jan 2014 – Present

- Transcribed audio and written content for accurate documentation
- Coordinated interpreter services and managed invoices
- Entered and maintained data for Child Outcome Survey Forms
- Organized professional development logistics and reimbursements

- Maintained student and parent records across departments
- Supported IT troubleshooting and ensured secure system access

### **John Hancock Insurance Company — Milwaukee, WI**

*Client Relations Manager* | Mar 2006 – Dec 2010

- Managed communications with internal departments and field agents
- Coordinated conference calls and tracked distribution trends
- Streamlined business cycle time through proactive follow-ups

*New Business Analyst* | Mar 2003 – Mar 2006







- Reviewed applications for completeness and compliance
- Interpreted underwriting guidelines and coordinated medical records

*Issue Technician* | Jul 2001 – Mar 2003

- Verified policy details and agent credentials
- Partnered with accounting to manage premium transactions




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### **Education & Certifications**

-  High School Diploma
-  Two Years of College Coursework – Radiology Technology
-  Google Cybersecurity Professional Certificate – Coursera (Jan 2023)
-  Certified Internet Research Specialist – AIRS (May 2022)
-  PC Troubleshooting – Milwaukee Public Library (Nov 2022)
-  Web Development Courses – Milwaukee Public Library
  - o Introduction & Intermediate HTML/CSS3
  - o Introduction to JavaScript
  - o Introduction to Python 3
  - o Advanced CSS3 and HTML5

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### **Additional Strengths**

-  Strong analytical and problem-solving mindset
-  Effective communicator with 20 years of professional experience
-  Dedicated to continuous learning and technical growth