**Sonseehray Oden**

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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.

**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

**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

**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

**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
  + Introduction & Intermediate HTML/CSS3
  + Introduction to JavaScript
  + Introduction to Python 3
  + Advanced CSS3 and HTML5

**Additional Strengths**

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