

Samantha Lucas

Chesapeake, 23321 | samanthaglucas@gmail.com

Security+ Certified

PROFESSIONAL SUMMARY

Cybersecurity professional pursuing an M.S. in Computer Science at Old Dominion University. Experienced in network security, system troubleshooting, and technical support.

TECHNICAL SKILLS & QUALIFICATIONS:

- **Protocols & IP:** DHCP, DNS, EIGRP, Frame Relay, OSPF, SSH, Telnet
- **APIs & Networks:** Cisco Firewalls, IP, ISP, LAN, WAN
- **Operating Systems:** Android OS, iOS, Linux, MacOS, Unix, Windows
- **Languages:** CSS, HTML, Python
- **Software:** Halo, Meraki, Zendesk; Microsoft: Excel, Outlook, PowerPoint, Visio, Word
- **Project Management:** Cisco Webex, Microsoft Teams, Slack

EDUCATION:

Old Dominion University – Norfolk, VA

Anticipated Graduation 2027

M.S. in Computer Science

ECPI University – Virginia Beach, VA

Graduated January 2024

B.S. in Computer Information Science

Concentration in Cyber and Information Security Technology

- Ethical Hacking Club

Key Coursework:

- Networking
- Routing and Switching

PROFESSIONAL EXPERIENCE:

GTG Networks, Coral Springs, Florida

February 2024 - Present

Support Engineer

- Administered and managed user access in DialPad and RingCentral, including managing call queue memberships to ensure seamless communication operations.
- Created and maintained knowledge articles to support troubleshooting and user education.
- Handled IT support tickets in Halo for various clients, ensuring timely and effective problem resolution.
- Investigated and responded to security alerts to maintain system integrity and data protection.
- Managed user access, including resetting passwords, handling shared mailbox and distribution list access, and administering Active Directory accounts.
- Troubleshoot devices using Datto and ScreenConnect, providing efficient resolutions to technical issues.
- Managed user onboardings and offboardings, including provisioning hardware and ensuring smooth transitions for new and departing employees for various clients.

Samantha Lucas

Chesapeake, 23321 | samanthaglucas@gmail.com

Groundworks, Virginia Beach, Virginia
Systems Support Specialist

December 2022 – November 2023

- Addressed help desk inquiries through Zendesk, delivering comprehensive solutions and exceptional customer service focusing on efficiency and user satisfaction.
- Collaborated with the support team on the seamless integration of Bay Area Underpinning into Groundworks.
- Diagnosed and resolved hardware and software issues for Canon, HP, and Xerox printers and scanners, employing Azure Entra for secure access management, minimizing downtime and enhancing device security.
- Enhanced inventory management with Asset Tiger and used Azure Endpoint Manager for centralized control over device configurations and security policies, significantly reducing discrepancies and optimizing procurement processes.
- Managed over 4,000 user accounts across IBM MaaS360, the Microsoft Admin portal, G-Suite, and integrated Azure Autopilot for streamlined device deployment, ensuring smooth onboarding and secure device management for iPhones, Android devices, and Windows endpoints.
- Utilized Datto and TeamViewer for remote troubleshooting of endpoint devices alongside Azure Endpoint Manager to increase efficiency in resolving issues.

Boys & Girls Clubs of Southeast Virginia, Virginia Beach, Virginia
IT Support Extern

September 2022 - December 2022

- Collaborated on inventory list creation and maintenance using Microsoft Excel.
- Conducted hardware research for optimized system configurations.
- Configured backdoor accounts on Windows and Macs.
- Created automated timesheets using Microsoft Excel.
- Demonstrated expertise in cable tracing and identification using fox and hound tools.
- Managed team tasks and accomplishments log using OneNote.
- Performed hardware and software analysis using Belarc.
- Troubleshoot Xerox printers and scanners.
- Utilized Microsoft Visio for building layout design and updates.

Calvary Revival Church, Norfolk, Virginia
IT Support Intern

January 2022– December 2022

- Administered Microsoft network using Active Directory and DNS.
- Assisted staff with workflow issues, including application and connectivity troubleshooting.
- Configured and maintained Cox Phone System.
- Deployed and tracked Apple devices using JamfPro.
- Installed network software, including Office365 and cloud backup solutions.
- Maintained and configured Apple devices, including iPhones and Macs.
- Maintained and configured Meraki/Cisco Firewalls, switches, and routers.
- Managed Apple devices via Apple Business Manager.
- Managed Canon Printing Network.
- Provided customer support for staff-related events and resolved problems.
- Resolved member technical issues, including connectivity and account management.