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

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.
- Troubleshot 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.

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Groundworks, Virginia Beach, Virginia   **December 2022 – November 2023**
Systems Support Specialist

- 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   **September 2022 - December 2022**
IT Support Extern
- 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.
- Troubleshot Xerox printers and scanners.
- Utilized Microsoft Visio for building layout design and updates.

Calvary Revival Church, Norfolk, Virginia   **January 2022– December 2022**
IT Support Intern
- 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.

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PROJECT EXPERIENCE HIGHLIGHT:

Seattle Storm Network, *Virginia Beach, Virginia*   April 2022 – May 2022
- Designed, built, and troubleshot a network that utilizes DNS, SSH, DHCP, EIGRP, and Access Lists

Port Jervis Network, *Virginia Beach, Virginia*   March 2022 – April 2022
- Throughout the course of thirty days, designed, built, and troubleshot a Cisco internetwork that utilizes EIGRP, DNS, DHCP, SSH, and Access Lists

E-Magine Biomedical Network, *Virginia Beach, Virginia*   December 2021 – January 2022
- Designed and built a network for an organization across two buildings that uses different VLANs, DHCP, and switchport security

EXTRA-CURRICULAR INVOLVEMENT AND AWARDS:

- **DEFCON 30**: *August 2022* - Attended after winning a trip from ECPI University for making the Dean's List.

- **ECPI University Dean's List:** August 2022, May 2022, January 2022 - Achieved Dean's List for academic excellence.

- **Open House**, ECPI University: *April 2022* - Demoed steganography for tour groups of up to 10.

- **National Cyber League:** *April 2022* - Competed individually in Cryptography, Web Exploitation, Networking, OSINT, Password Cracking, and Log Analysis challenges.

- **CyberForge,** Old Dominion University: *March 2022* - Competed on a team to complete OSINT, Cryptography, Web Exploitation, and Password Cracking challenges.

- **CyberFusion**, Virginia Military Institute: *February 2022* - Competed on a team to complete OSINT, Cryptography, Web Exploitation, and Password Cracking challenges.