SARAH TSE

https://www.linkedin.com/in/sarahhtse
https://sht160130.github.io/portfolio

EDUCATION

The University of Texas at Dallas   **GPA 3.73**
M.S., Information Technology Management, Fast Track Cybersecurity   May 2021
B.S., Information Technology Systems, Business Analytics   May 2020
Davidson Management Honors Program, Academic Excellence Scholarship
Aalto University School of Business, Finland, Study Abroad   Spring 2019

CERTIFICATIONS AND TECHNICAL SKILLS

Programming: Java, Python, R, HTML, CSS, SQL
Software: Wireshark, Linux Command Line, MS SQL Server Management Studio, Visual Studios

BUSINESS EXPERIENCE

Texas Capital Bank – Richardson   June 2019 – December 2019
Information Security Intern
- Educated employees on the importance of adhering to secure practices through articles, phishing campaigns, tabletop exercises and antivirus distribution
- Examined new audit process for web gateway policies and completed quarterly audits for the intrusion prevention system and central security management platform
- Streamlined password compliance exception renewal by automating communication and reporting methods through ServiceNow

IT/Cybersecurity Intern
- Collaborated with a group of interns to centralize metric data and develop a dashboard that reports availability metrics for tier one client facing applications
- Utilized Project Management framework and Waterfall method to track progress and deliver desired end product to executive management and business stakeholders

Toyota Motor North America – Plano   May 2018 – August 2018
Lexus Guest Experience Center Representative
- Troubleshot in-vehicle technology issues by asking the customer probing questions and referring to corporate resources to lead the customer to a resolution
- Coordinated with upper management to approve goodwill offers and ensure customer satisfaction without compromising corporate finances

ACADEMIC PROJECTS

Basic Principles in Networking   January 2019 – April 2019
- Designed and executed a control experiment to map and understand the infrastructure of YouTube's content delivery network using Wireshark
- Programmed Arduino boards to learn the mechanics of cryptography, hashing and authentication

LEADERSHIP EXPERIENCE AND ORGANIZATIONS

JSOM Exchange Buddy Program   August 2018 – Present
UT Dallas Information Technology Systems Student Leadership Council   December 2016 – December 2018

VOLUNTEER EXPERIENCE

ITS Academy *–Summer Academy, S.T.E.M Symposium, Hack I.T.*   June 2017 – Present

ADDITIONAL INFORMATION

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions