

# Shane McCarthy

North Wales, PA | 215-588-9282 | mccartsf@dukes.jmu.edu

## Education

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James Madison University, Harrisonburg VA

Expected Graduation: May 2022

Bachelor of Business Administration – **Computer Information Systems**

GPA: 3.13 / 4.0

## Information Technology Skills

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**Operating Systems:** Windows, Linux, Apple iOS

**Coding:** Python, Java, HTML

**Cloud Server Management:** AWS (Amazon Web Services), Linux

**System Software:** Microsoft Office

**Database Design:** SQL

**Telecommunications:** Cisco Packet Tracer, Firewalls, TCP/IP

**Cyber Security:** Systems Analysis, Risk assessment

## Work Experience

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**Student Assistant**, James Madison University, Harrisonburg, VA

August 2021 – Present

- Assist College of Business students with installing software on various hardware
- Assist with management of IT inventory
- Assist CIS 301 students with lab assignments and homework

**Cybersecurity Intern**, Comcast Business, Philadelphia, PA

June 2021 – August 2021

- Collect, analyze and interpret data to aid in the development growth of the Cybersecurity programs and projects.
- Support end-to-end Product Lifecycle activities such as technical requirements, strategies for customer growth/retention, and plans to enhance/mature portfolio offerings.
- Meet routinely with Cybersecurity Team to assist with strategies for all products and services offered to customers.

**Sales Associate**, Company Voice (1&1 Ionos), Blue Bell, PA

June 2019- August 2019

- Sought out new customers through cold calling and interest leads on company website
- Collaborated within a large team of other sales associates weekly during sales meetings
- Improved customer relations promoting new deals to increase customer satisfaction
- Obtained superior knowledge of an assortment of information technology products

**Sales Associate**, Leslie's Pool Supplies, North Wales, PA

May 2019

- Operated mechanical technology for inventory management, customer transactions, and database information research.
- Handled customer complaints over the phone

## Academic Experience

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**Member, Cyber Defense Club**, James Madison University

- Participated in group discussions on matters of cyber security tactics and threats to software
- CCDC, NCL, and NSA codebreaker competitions

**Member, Pi Kappa Phi Fraternity**, James Madison University

**Dean's List (James Madison University)**, Spring 2020, James Madison University

- Received a term GPA of 3.8 and was recognized on the dean's honor list for students

**Member, Boarderline Club (Ski & Snowboard Club)**, James Madison University

## Interests and Hobbies

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Coding, Artificial Intelligence, Movies, Fishing, Baseball