Tina (Wanting) Chen

GitHub project

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SKILLS

- **Security Operations:** Python, PowerShell, Wireshark, TCP/IP, Log Analysis, Incident Response, Event Log Review, Malware Detection, Splunk
- **Network Security:** Kali **Linux**, **Cisco** (routing, switching, wireless access points), Network Hardening, VLAN/IP, Configuration, VirtualBox
- **Soft Skills:** Analytical Thinking, Team Collaboration, Communication, Continuous Learning, Problem Solving, Public Speaking, **Mandarin** (native)

EDUCATION

Bachelor of Science Cybersecurity April 2024 - Present

Brigham Young University - Idaho *Rexburg, Idaho*

- **GPA:** 4.00
- **Focus Areas**: Network Security, Incident Response, Cloud Security, Ethical Hacking, Risk Management
- **Leadership & Activities:** Presidency member of the **Cybersecurity Society**, Hackathon Coordinator, Coordinator for BSides Cybersecurity Idaho Falls Conference
- Certificate: **CompTIA Security+**

WORK EXPERIENCE

IT Support Technician, Student Lead & Trainer 2024 April - Present

Brigham Young University - Idaho *Rexburg, Idaho*

- Increased ticket resolution efficiency by 20% by mentoring student technicians, streamlining workflows, and coordinating efforts in a fast-paced **Help Desk environment**.
- Reduced system downtime to under 30 minutes through rapid incident response, **Event Log analysis**, and **malware investigation** with Malwarebytes.
- Enhanced team performance by maintaining **20+ KB articles weekly** and training **10+ technicians** through cybersecurity workshops and **Cisco troubleshooting** sessions.

Information Technical Consultant 2022 April - 2024 April

Brigham Young University - Hawaii *Laie, Hawaii*

- Resolved 95% of user incidents within 30 minutes by providing real-time support for **200+ systems**, documenting resolutions, escalating complex cases, and **troubleshooting VLAN connectivity** issues.
- Improved network reliability and security by **configuring IP-based printers**, scanning for malware with falcon, and collaborating with a 10+ member team on **proactive monitoring.**

ACADEMIC PROJECTS

Evil Twin Attack

- Simulated a real-world Evil Twin Wi-Fi attack using **Aircrack-ng and Wireshark** to identify wireless authentication vulnerabilities through packet capture and traffic analysis.
- **Mitigated spoofed SSID risk** by 90% by implementing **WPA2-Enterprise** encryption, **rogue access-point** detection, and documenting findings for vulnerability assessment and **incident reporting.**

Power Shell: Color-Guessing-Game

- Developed an interactive PowerShell script featuring secure input validation, error handling, and automated feedback to **strengthen defensive scripting** and **automation skills**.
- Simulated real-time threat response logic by **implementing tracking, timing, and control-flow mechanisms** that detect and respond to invalid inputs.