

ZOE DETLEFSEN

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Objective: Aspiring cybersecurity/IT professional with a Diploma in Computer Programming and Analysis (In Progress) and a Google Cybersecurity Professional Certificate (In Progress). Eager to apply analytical skills and foundational knowledge in IT and cybersecurity. Passionate about innovative technology solutions. I am seeking a challenging position where I can contribute to impactful projects while expanding my expertise in programming, cybersecurity and customer service. Enthusiastic about joining a dynamic team where I can apply my problem-solving skills and commitment to continuous learning.

Education:

- Diploma in Computer Programming and Analysis 2021-2024, George Brown College, Toronto, ON
- Google Cybersecurity Professional Certificate (In Progress), Coursera
- Spanish Language Certificate 2019-2020 - University of Salamanca

Technical Skills:

- **Cybersecurity:** Proficient in network security, system vulnerability management, and various cybersecurity tools. Familiar with key frameworks like NIST, TCP/IP, SIEM Tools, Playbooks, CIA Triad.
- **IT Processes & Controls:** Understanding of IT process design and implementing best practices for information security.
- **Programming Languages:** Experienced in Python, Java, and Bash/Shell scripting, HTML, CSS, JavaScript, Node JS, Express JS, C#
- **Software Tools:** Proficient in Microsoft Office Applications (Excel, PowerPoint, Word), Git, Docker, Jenkins, and popular IDEs (e.g., Visual Studio Code, IntelliJ IDEA), Wireshark
- **Project Management:** Knowledge of project coordination and management, with experience in Agile, Scrum, and Waterfall methodologies. Software Development Lifecycle
- **Operating Systems:** Skilled in Linux, macOS, and Windows environments.
- **Additional Technical Knowledge:** Familiar with cloud computing platforms (AWS, Azure, Google Cloud), database management (SQL, NoSQL), web technologies, and understanding of TCP/IP, DNS, and HTTP/HTTPS protocols, WireShark

Soft Skills:

- **Communication Skills:** Refined communication abilities by resolving customer conflicts and conveying complex project information clearly in a call center setting.
- **Collaboration Skills:** Strengthened collaborative skills through active participation in team projects and effective teamwork in resolving customer inquiries.
- **Analysis:** Developed analytical acumen by evaluating intricate customer issues and contributing to project data analysis, leading to informed decision-making.
- **Problem Solving:** Demonstrated problem-solving prowess by tackling diverse customer challenges and employing innovative solutions in team projects.

Recent Projects:

- **GBC Spring Social Platform Enhancement:** Improved a social platform using Spring and Spring Boot, implementing API gateway and security measures, highlighting skills in secure software development, Keycloak.
- **Minimax Algorithm in Tic-Tac-Toe Game:** Developed an unbeatable tic-tac-toe AI in Java, showcasing strengths in algorithms and secure coding practices.
- **Flavour Hive: Android Restaurant Management App:** Built an Android app with Google Maps API integration, focusing on secure application development and data protection.
- **Botium Toys: Security Audit and Compliance Checklist:** Developed and implemented a detailed compliance checklist, ensuring adherence to industry-standard cybersecurity protocols including NIST and GDPR, thereby enhancing data protection and system integrity.

- **CAPSTONE PROJECT: ECOTRACK:** Leading the design and development of a dynamic web application utilizing MERN stack. Key features include a robust carbon footprint calculator, engaging green lifestyle challenges, and an interactive local sustainability map. Seamlessly integrated third-party APIs to deliver real-time environmental news articles, while ensuring robust security measures such as hashed passwords and JWT token authentication. Demonstrated strong leadership skills by effectively managing team dynamics and fostering collaboration.

Recent Professional Experience:

- **Dog Sitter, Toronto, ON (Sep 2017 - Present)** Managed client-specific requirements, demonstrating reliability and attention to detail.
- **Location Support Personnel, TAKE ONE, (April 2023-June 2023):** Provided on-set logistical support, directing personnel, managing 12-hour shifts, and ensuring cleanliness of filming locations during production periods.
- **Area Coordinator, ADT by Telus, Toronto, ON (Sep 2020 - Oct 2021)** Coordinated over 30 technicians, adapting to customer needs and solving problems effectively.
- **Dispatcher, ADT by Telus, Toronto, ON (Dec 2020 - Oct 2021)** Handled 100+ daily calls in a high-pressure environment, showcasing multitasking and communication skills.

Cybersecurity Activities:

- **Actively participate in Capture The Flag (CTF) Challenges, solving tasks in network security, cryptography, and penetration testing.**