

Marshall Professional

City, State Zip code • Phone number • Your email

TECHNICAL KNOWLEDGE AND SKILLS

Operating Systems: Windows, macOS & Linux

Technical Support: Installation, Configuration & Troubleshooting of Hardware & Software, Hardware and Software Repair, System Performance Assessment, Error Detection, Desktop support, Verbal and Written Communication

Applications: MS Office (Word, Excel, PowerPoint, Outlook), MS Project, Microsoft 365, Nmap, Sparta, Nikto, Smbenum, OpenVas, Metasploit, Wireshark, Silent Eye, OWASP

Frameworks: NIST Cybersecurity Framework, MITRE ATT&CK, OWASP Top 10, CWE/SANS Top 25, NIST 800-53, ISO 27001/270

EDUCATION

Bachelor of Science: Cybersecurity

June 2024

Bellevue University, Bellevue, NE

GPA 3.75

- Dean's List Spring, Fall, Summer 2023, Winter, Spring 2024

CERTIFICATIONS

Nov 2022, Security+ Certification, CompTIA, Omaha, NE

MasterCard Cybersecurity Virtual Experience Program Participant 2022

Participated in the open access MasterCard Virtual Experience Program with Forage.

Tasks Completed include:

- Design a phishing email simulation
- Interpret phishing simulation results

PROFESSIONAL EXPERIENCE

Help Desk Technician

June 2023 – Present

Google, Council Bluffs, IA

- Handled 10+ technical/mission critical calls daily for 1500+ users and 500+ computers
- Significantly improved to nearly 100% the likelihood of the Help Desk's ability to provide a clean, freshly updated Macintosh or PC laptop for use as a loner or by supervisors at any given time
- Provided dial in support for 1100+ stores to troubleshoot hardware and software problems
- Deployed, maintained and operated numerous devices such as PCs, data projectors, iPads, smartphones, and sound systems
- Received a First Year Award for excellent service

Computer Lab Attendant

April 2022-May 2023

Bellevue University - Bellevue, NE, USA

- Assisted on average to 20 students and staff making use of IT Services labs during weekend hours.
- Provided hardware/software support to faculty, staff, and students.
- Troubleshoot and repair minor software/hardware problems in the computer lab.

ADDITIONAL EXPERIENCE

Bank Teller

Jan 2019- April 2022

Great Western Bank, City, State

- Executed over 200 day-to-day transactions worth of USD 400,000 in average, adhering to bank policies and operational procedures to ensure safety and security of customer and bank assets
- Achieved sales goal of 6% or more each quarter by identifying customer needs and referring financial products and services
- Assisted in lobby management initiatives; engaged customers in conversation regarding services offered, location of personnel, and other related customer service activities

VOLUNTEER EXPERIENCE

- **Volunteer**, Heartland Family Services, Omaha, NE, Dec 2023- Present