

EDUCATION | CERTIFICATIONS

Gannon University | Erie, PA

Expected Graduation - May 2029

Bachelor of Science (B.S.) in Cybersecurity

**CERTIFICATIONS:** CompTIA **Security +** (04/2025), Cisco Certified Support Technician (CCST) **Cybersecurity** (05/2024), CCST **Networking** (05/2025), CCST **IT Support** (05/2025), Lenovo Qualified PC Service Technician (10/2024), HP Service Qualification (10/2024)

WORK EXPERIENCE

Technology Advancement Center (TAC) | Columbia, MD

September 2024 – May 2025

Cyber Operations Intern (Internship)

- Completed unique accelerated career-tailored program - Gained **senior leadership accolades**; developed hands-on experience/real-world skills in **cyber engineering (IT, AWS)**, **cyber readiness (NIST, risk assessment/management)**
- Engineered full **AWS** deployment workflows - Mastered cloud environment provisioning by capturing physical device images and launching **EC2 instances**; configured **VPCs, subnets, route tables, security groups**, and **network ACLs** to ensure secure and scalable **VM operations** in cloud-native architectures
- Identified **55+ OT-based vulnerabilities** – Configured on-prem/cloud vulnerability assessment capabilities (**OpenVAS, Nessus Expert**); assessed **IT/OT networks (w/PLCs, HMIs)**; successfully mitigated OT operational impacts from scans
- Deployed enterprise-class **wired/wireless routers, switches (w/VLANs, subnets, security)** for a complex mixed ops environment

Epiq | Remote, US

September 2025 – December 2025

Data Breach Support Specialist (Contract)

- Provide claimant support for **data breach and cybersecurity incidents** via multi-channel communications (phone, email, chat, and callbacks); assist with up to **100+ client contacts weekly**
- Address inquiries with empathy and precision; maintain **95%+ first-contact resolution** and ensure all communication is accurately documented in internal CRM systems
- Conduct research and escalate complex cases to investigation teams; contributed to **30%+ reduction in resolution time** through detailed, organized case handoffs

Gannon University – ITS Department | Erie, PA

November 2025 – Present

Desktop Support Student Technician (Internship)

- Provide **frontline technical support** to students, faculty, and staff across campus; **diagnose** and **resolve hardware, software, and network issues** through in-person support and ticket queues
- Image, reimagine, and wipe Windows devices using enterprise deployment tools; ensure secure, policy-compliant provisioning of university-owned equipment
- Support **classroom technology** across academic buildings, including projectors, smart boards, A/V setups, podium PCs, and lecture hall systems; respond to urgent classroom outage calls
- Assist with **hardware deployments, office moves, and workstation setups**, including cable management, device configuration, network connection verification, and peripheral installations
- Maintain accurate ticket updates and asset records; follow established ITS procedures, security policies, and change management guidelines

Amergis Healthcare Staffing | Columbia, MD

June 2025 – August 2025

Desktop Support Specialist (Internship)

- Imaged, deployed, and configured end-user devices across **70+ offices nationwide**, supporting **10,000+ employees**; supported ongoing hardware refreshes and in-office setups with minimal disruption to staff workflows
- Resolved technical support tickets using **ServiceNow**; managed assets and endpoints using **Microsoft Intune, Active Directory, and Absolute** to maintain a secure and compliant IT environment
- Ensured compliance** with company **security policies** and endpoint standards during device provisioning, contributing to a secure enterprise environment

SKILLS

Essential Cybersecurity Principles, Vulnerability Assessment (Nessus, OpenVAS), Threat Detection & Monitoring, Incident Handling & Escalation, Risk Management & Mitigation, Access Control & Identity Management, Network & Data Security, Endpoint Security, Cloud Security (AWS Security Groups, VPCs, Subnets), NIST Cybersecurity Framework, Security Policies & Awareness, Disaster Recovery Planning, Security Compliance & Best Practices, Incident Response Foundations, Threat Intelligence Concepts, Networking Concepts ( Subnetting, Device Configuration, Cable Making, Network Infrastructure)