

## **HELPDESK SUPPORT | CYBERSECURITY**

Data Systems Administrator and Marine Corps veteran leveraging 3+ years of experience delivering enterprise-level helpdesk support and cybersecurity oversight for over 1,000 users. Skilled in troubleshooting complex hardware, software, and connectivity issues, configuring secure networks, and maintaining virtual environments. Provided user training and enforced system security protocols while serving as Battalion ISSO. Recognized with the Navy Achievement Medal for leadership in technical support and cybersecurity compliance. Currently pursuing a B.S. in Cybersecurity Technologies to deepen expertise in systems defense and incident response.

- Helpdesk Support
- IT Security
- Technical Troubleshooting
- End User Training
- Virtualization (VMware)
- LAN/WAN Administration
- TCP/IP & DNS
- Security SOP Development
- Hardware&Software Configuration

## **EDUCATION | CERTIFICATION**

**Bachelor of Science** | Cybersecurity Technologies | University of Maryland Global Campus | In Progress

**Bachelor of Arts** | Accounting | Pennsylvania State University | 80 Credit Hours

**CompTIA Security+ Certified**

## **TECHNICAL COMPETENCIES**

**Helpdesk & Technical Support:** Service Desk, End-User Troubleshooting, Ticketing Systems

**Cybersecurity:** SOP Development, ISSO Functions, Risk Mitigation

**Systems Administration:** Windows OS, VMware, Intune, Hardware & Peripheral Configuration

**Networking:** LAN/WAN, VPN, DNS, DHCP, TCP/IP

## **PROFESSIONAL EXPERIENCE**

**United States Marine Corps | California, CA**

**Sept. 2021 – June. 2025**

**Data Systems Administrator**

- Led IT and cybersecurity support operations for over 1,000 personnel across multiple locations.
- Delivered tier I/II support and resolved 500+ hardware, software, and connectivity issues across deployed systems.
- Utilized ITSM ticking tool to track and resolve service requests, incidents and user onboarding.
- Configured and deployed over 200 user workstations, MDM iPhones, laptops, printers, and network devices across multiple sites to ensure operational continuity and timely user access.
- Maintained and monitored VPN, DNS, and DHCP infrastructure to support secure, stable network operations, applying proactive maintenance strategies to minimize downtime.
- Trained 50+ users on secure system use and enforced cybersecurity protocols to reduce policy violations.
- Installed and managed VMware virtual environments to enhance system reliability, improve resource allocation, and reduce the need for physical hardware.
- Issued and managed classified and unclassified authentication tokens as a Tier 3 PKI RA, ensuring compliance with DoD cybersecurity policies and identity assurance.
- Authored cybersecurity SOPs as Battalion ISSO; ensured 100% compliance during a general officer inspection.
- Earned Navy Achievement Medal for exceptional performance in IT support and cybersecurity enforcement.

**Weild&Co. Investment Bank | New York, NY**

**May. 2019 – Aug. 2019**

**Financial Intern**

- Supported client engagements and internal operations within a boutique investment banking firm.
- Edited 10+ engagement letters for private capital raises and sell-side mandates with attention to compliance standards.
- Researched investor profiles and compiled target lists to support fundraising for a fintech startup.