

## Technical & Soft Skills

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- **Networking & Protocols:** TCP/IP suite, VLAN segmentation (802.1Q), DHCP scope management, DNS resolution (unbound), policy-based routing, VPN tunneling (WireGuard)
  - **Systems & Virtualization:** Windows, Linux, Active Directory concepts, firewall administration (pfSense, OpenWrt), Hyper-V, Virtualbox, Proxmox VE
  - **Security & Monitoring:** SIEM (Splunk), SSL/TLS (ASMC), traffic analysis (Wireshark, tcpdump)
  - **General IT:** Hardware installation & troubleshooting, command-line utilities (dig, curl, ping, tracer, ipconfig, nslookup, arp, netstat)
  - **Other:** Microsoft Office Suite, client relationship management systems (Concentrix, Pega), data entry, time management & task prioritization in high-volume/fast-paced environments, excellent customer service, records & document processing, conflict & error resolution, confidential information handling, regulatory policy adherence, strong verbal & written communication, attention to detail & organizational accuracy, adaptive, reliable, strong work ethic, fast learner
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## Projects/Labs

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### Secure Home Network & Cybersecurity Lab

Ongoing

- Designed a segmented TCP/IP network using VLANs, the goal being to effectively isolate public Internet traffic from secure, private internal resources
- Configured DNS and DHCP scopes, firewall rules, NAT, and VPN tunnels to ensure reliable availability of use for both on premise (my apartment) and virtual environments

### Web Application Deployment & Cloud Security Project

2023

- Deployed a containerized PHP web application in Azure, routing SSH to a jumpbox and HTTP traffic to a load-balanced backend pool
- Secured the app with Key Vault, SSL/TLS certificates, Front Door, WAF rules

### Custom Security Monitoring Environment (Splunk SIEM) Project

2023

- Built a monitoring environment to analyze log data in order to detect abnormal login activity and security events
  - Created dashboards, alerts, and reports to visualize trends and respond to suspicious activity
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## Professional Experience

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### Customer Experience Manager | Michaels, Corvallis, OR

Oct 2025 – Current

- Leads front-end operations, manages planogram merchandising to meet weekly deadlines, coaches staff, mitigates customer complaints, and multi-tasks omnichannel processes
- Drive month-over-month growth by **22%** in net promoter scores, elevating scores from 25.3 to 68, and **3.5%** month-over-month growth in loyalty program engagement through data-driven performance management and implementing direct, actionable changes

### Repository Migration Project | CASA-VFC, Corvallis, OR

Sept 2024 – Oct 2024

- Manually migrated ~2,800 confidential case and program records across three repositories (CASA Manager, Casita, SharePoint), simultaneously auditing and restructuring file naming conventions, and manually validating files
- Identified and resolved discrepancies while ensuring compliance, confidentiality, and optimized data organization
- Coordinated with staff to implement process improvements via system navigation training and file accessibility

**Teller→Member Services Specialist** | OnPoint Community Credit Union, Portland, OR May 2021 – Aug 2022

- Assisted members with account discrepancies, disputes, and payment setups, ensuring accurate service and demonstrated clear communication
- Investigated potential fraudulent calls and documented findings to support internal analysis and reporting
- Processed high volumes of transactions while maintaining a balanced cash drawer, vault, and compliance with Federal regulations and internal policies

**End of Day Operations Specialist** | Los Bagels Co., Arcata, CA Oct 2017 – Apr 2020

- Reconciled daily sales, balanced store and office safes, prepared bank deposits, and drafted financial reports for bookkeeping review and audits
- Managed deliveries, returns, and weekly route schedules. Improved route efficiency by coordinating with vendors
- Often worked independently in the evenings and on weekends, demonstrating strong problem-solving skills

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## Education

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**Cybersecurity Program** | University of Oregon 2023

**Bachelor of Science in Business Administration** | Humboldt State University 2020