

EDUCATION

Hunter College

Bachelor of Arts in Computer Science, Minor in Mathematics | GPA: 3.71

New York, NY

Aug. 2019 – May 2023

Brooklyn Technical High School

High School Degree

New York, NY

Sept. 2015 – June 2019

EXPERIENCE

Junior IT Support and Security Analyst

May. 2024 – Present

New York, NY

- Provided MSP help desk support for 100+ users across 10+ client environments via Autotask ticketing system.
- Reduced security risks by monitoring, mitigating, and investigating threats with SentinelOne and Datto EDR.
- Secured client networks by managing SonicWall NSM firewalls and Netgear Insight devices with regular updates.
- Led email security projects, configuring and managing Proofpoint and Barracuda, reducing email threats by 20%.
- Escalated critical threats and assisted in incident response using RocketCyber's 24/7 managed SOC platform.
- Enforced identity security by configuring LastPass, managing M365/Google Admin users, and implementing MFA.
- Reviewed and responded to suspicious alerts using SaaS Alerts and Dark Web ID reports for threat mitigation.
- Configured and monitored Acronis and SaaS-based backups, ensuring successful data protection and restoration.
- Utilized SIEM tools to collect and analyze security logs during incidents, supporting investigation and response.
- Managed Windows Server Active Directory user accounts, permissions, and security groups across multiple clients.
- Maintained client workstations and servers using patch management, PowerShell automation, and remote support.
- Accessed and managed Hyper-V virtual machines for troubleshooting, maintenance, and administrative tasks.
- Administered our VoIP system by adding users, configuring extensions, voicemail, call routing, and desk phones.
- Created and updated documentation on security policies, procedures, system configurations, and best practices.

PROJECTS

Wordle Variant | *JavaScript, CSS, MaterialUI, Git, React* | [**GitHub**](#)

Aug. 2023 – Sept. 2023

- Developed a dynamic Wordle variant game using JavaScript, React, and CSS, featuring disappearing rows after each guess, challenging players to rely on memory for subsequent attempts.
- Implemented a visually appealing and intuitive user interface using CSS and MaterialUI, enhancing the user experience and engagement with the game.
- Demonstrated problem-solving skills by addressing challenges in game mechanics and user interaction, resulting in an interactive and enjoyable gaming experience for players.

Movie Recommendation | *JavaScript, CSS, MaterialUI, Figma, Git, React* | [**GitHub**](#)

Aug. 2022 – Dec. 2022

- Leveraged JavaScript and React to develop a social media movie recommendation website with my team, enabling users to sign up, follow others, and discover personalized movie recommendations based on their interests.
- Utilized CSS and MaterialUI to design and style the website's interface, implementing functionalities such as to write reviews, edit profiles, view profiles, and enjoy an immersive experience.
- Utilized Git for seamless version control within the team, ensuring efficient collaboration, and employed Figma for collaborative planning and designing of website pages, fostering a cohesive and intuitive user experience.

TECHNICAL SKILLS

Programming & Development Tools: C++, JavaScript, Python, HTML, CSS, React, PowerShell, Git, Figma

Office & Administrative Tools: Microsoft 365 Admin, Google Admin Console, Windows Server, Word, Excel, Outlook

IT & Security Tools: Autotask, Datto RMM, Datto EDR, RocketCyber, Proofpoint, Barracuda, SentinelOne, Netgear Insight, SonicWall NSM, LastPass, VoIP System, Automate, SaaS Alerts, Hyper-V, Acronis Backup, SIEM, Dark Web ID

CERTIFICATIONS

CompTIA Security+

Earned April 2025