**Zane Merlo**

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**SUMMARY**

Dynamic IT professional with a robust foundation in academic coursework and hands-on experience in building, troubleshooting, and configuring computer systems. Demonstrates a strong ability to collaborate with team members and adapt to evolving work environments. I am passionate about expanding technical skills and knowledge in cybersecurity, and highly motivated to tackle new challenges. Eager to contribute to organizational goals, drive career advancement, and continuously learn and grow within the cybersecurity domain.

**SKILLS**

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| --- | --- |
| * Communication * Leadership * Team working * Accounting * Cloud Computing (Azure) * Visual Basic * C++ * Networking (TCP/IP, DHCP, DNS) * Cyber Security * Malware Analysis * Linux Systems * Python * Artificial Intelligence * Cloud Security * Hardware and Software Management * MongoDB * AWS * Virtualization * Vulnerability Assessment | * Automation * System integration * Enumeration * Obtain login credentials * Firewall Management * Network Security * Penetration Testing * Incident Response * Reverse engineering * Zenmap * Ettercap * Metasploit * Wireshark * Patch management * Access Control * Forensic analysis * Intrusion Detection * Configure Cisco networks * SEIM |

**EXPERIENCE**

Client Support Engineer, CMIT Solutions, August 2024-Current

Baltimore, MD

* Provide technical support to clients via telephone and email.
* Perform troubleshooting techniques to identify root cause of client's technical problems.
* Assist with the installation of software applications for clients.
* Remote sessions conducted with customers to resolve complex technical issues.
* Monitor client systems for potential outages or errors and take corrective action when necessary.
* Analyze log files from application servers daily for any irregularities or abnormalities in service levels or performance metrics.

Mastercard Cybersecurity Virtual Internship, The Forage, May 2024-May 2024

* Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team
* Helped identify and report security threats such as phishing
* Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams

Intern at, Federal Radio Pegasus, June 2023-August 2023

Aberdeen, MD

* Leveraged knowledge from coursework in Computer Hardware & Software to seamlessly integrate firmware updates and troubleshoot hardware issues ensuring they were equipped with the most recent features and security patches.
* While also Collaborating with a skilled technician to code the radios, gaining hands-on experience in software development and firmware customization.
* Applied concepts from Network Security Fundamentals and Routers & Switches to construct and troubleshoot RJ45 cables, ensuring reliable connectivity in the deployed systems.
* Constructed system racks tailored for deployment across multiple Smithsonian museums, demonstrating proficiency in hardware assembly and organization.
* Implementing system devices such as Power Distribution Units, Cisco Router and Switches, Transmitters, Receivers, and Uninterruptible Power Supplies (UPS).
* Developing strong organizational skills through coursework in Database Management allowed me to meticulously organize and label inventory items.
* While diligently recording serial numbers and MAC addresses, this task served as a valuable opportunity for refining my attention to detail and honing my organizational abilities.
* Moreover, leveraging these skills, I efficiently sorted out which system devices belong in each system rack, ensuring seamless operation and optimal efficiency.

Vice President & Treasurer in the Robotics Club, August 2021-May 2022

Leesburg, FL

* The experiences I gained while I was the Vice President of the robotics club has allowed me to perfect my skills in managing hardware and software purchases that were necessary for the club and its members to build, interact, and manage the robots being created.
* Other VP duties included the recruitment of new members and coordination of club activities.
* These duties allowed me to become proficient in managing people and perfect advertising and marketing skills, making the club appealing to fellow students.
* As the Treasurer I have gained skills in accounting and effective communication by representing the club at various levels and ensuring compliance with organizational policies as well as having to create and maintain organized financial records for multiple purposes which include budget management and club representation when talking to the Student Government Association or other educational associations and entities.

**EDUCATION AND TRAINING**

Bachelor of Science

Computer and Information Sciences, Beacon College, Leesburg FL May 2024

* Minor: Cybersecurity & Digital Forensics
* Psi Tau Omega Honor Society Recipient
* Graduated summa cum laude
* 3.95 GPA
* Provost's List from 2020 - 2021
* President's List from 2021 - 2024
* Vice President & Treasurer of the Robotics Club

**CERTIFICATIONS**

**SY0-701: CompTIA Security+**

Certificate Id: COMP001022617723

Code: 3K0NXM65YBRQ1633

**Test Out Routing & Switching Pro**

Certificate Id:6-1C6-V3JBJ4

**Test Out Ethical Hacker Pro**

Certificate Id:6-1C6-VFJ49H

**Security Clearance**

Eligible to obtain Security Clearance

**WEBSITES, PORTFOLIOS, PROFILES**

* zanemerlo.com
* linkedin.com/in/zanemerlo

**ADVANCE COURSEWORK**

Cloud Computing

Computer Hardware & Software

Fundamentals of Microsoft Suite

Networking & Communication

Electronic Commerce

Computer Programming Concepts

Database Management Systems

Systems Analysis & Design

Ethical Hacking & Network Defense

Cyber Security

Management Science

Network Security Fundamentals

Managing/Maintaining Server Operating Systems

Linux Distribution

Computer Forensics

**REFERENCES**

References available upon request.