

NICOLE MULLEN

[LinkedIn](#) | nicole@ncmsec.com | ncmsec.com

SUMMARY

Entry-level Cybersecurity Analyst with a BAS in Cybersecurity and hands-on academic experience in incident response, digital forensics, threat detection, and OSINT. CompTIA Security+, AWS Certified Cloud Practitioner, and Practical OSINT Research Professional (PORP) certified.

Developed a 25-page information security policy manual for a multi-property hotel chain that was presented to the CEO for potential implementation, and completed a 127-page OSINT analysis report for the PORP exam. Brings 5+ years of experience in auditing, secure process implementation, cross-department coordination, confidential data handling, and operational support, including work that contributed to over \$1.5M in revenue across four properties. Seeking a SOC Analyst or Cybersecurity Analyst role in a remote or Tampa-based environment.

EDUCATION

ST. PETERSBURG COLLEGE

Bachelor of Applied Science in **Cybersecurity** & Associate of Arts
Cumulative GPA: 3.7

St Petersburg, Florida
December 2025

CERTIFICATIONS

CompTIA Security+ - November 2025 | **AWS Certified Cloud Practitioner**- Feb. 2026 | **Practical OSINT Research Professional (PORP)**- April. 2026

PROJECTS

- ❖ **Hotel GRC Security Policy Manual**- Developed a comprehensive information security policy manual for a hotel organization, covering access control, data classification, privacy, asset management, physical security, social media, business continuity, and version control; aligned policy language with NIST SP 800-53, ISO 27001, and PCI DSS v4.0.
- ❖ **Secure Online Election Capstone Project**- Designed a defense-in-depth security architecture for a fully online election system using segmented trust zones, MFA, encrypted ballot handling, least privilege, audit logging, SIEM monitoring, IDS/IPS, backup strategy, and incident response planning.
- ❖ **OSINT Lab**- Built hands-on experience in investigative research workflows, source validation, documentation, and open-source intelligence methodology, culminating in a professional quality 127-page OSINT analysis report completed for the Practical OSINT Research Professional exam.

WORK EXPERIENCE

NEW HOTEL COLLECTION

Reservations Manager & Executive Assistant to the CEO

St. Petersburg, FL
Aug 2020 – June 2025

- Authored a 25-page information security policy manual for a multi-property hotel chain as part of cybersecurity coursework and presented it to the CEO to address gaps in formal security leadership and governance.
- Implemented a company-wide cloud-based Property Management System across four properties and trained 30+ staff on secure system usage and role-based access practices.
- Served as Executive Assistant to the CEO, handling confidential documents, financial information, scheduling, and basic IT support, including account lockouts and software troubleshooting.
- Conducted monthly audit reviews of OTA invoices and internal financial records to ensure accuracy and data integrity.
- Automated daily performance and financial reporting in Excel for executive leadership, reducing manual reporting time by approximately 3 hours per day while maintaining strict confidentiality of sensitive business metrics.
- Protected revenue and reduced loss by approving or denying discounts and comps, catching billing and reservation errors, and resolving overbooking or double-booking issues before they triggered refunds or chargebacks.
- Served as the on-call senior-level escalation point for reservations and guest issues, coordinating with operations, housekeeping, and maintenance to resolve problems quickly.
- Drove over \$1.5M in room revenue across four properties by analyzing ADR, occupancy, and RevPAR reports, recommending rate and package changes, negotiating group contracts, and tracking group pickup to maximize block utilization.

Front Desk Supervisor

July 2019 – July 2020

- Supervised front desk operations at multiple resort properties, ensuring adherence to check-in, payment, and data-handling procedures
- Maintained a 4.5/5.0 guest satisfaction rating on TripAdvisor by enforcing quality standards and resolving issues promptly.
- Managed a high volume of incoming calls and guest issues in a helpdesk-style environment, triaging requests, prioritizing urgent problems, and maintaining composure in fast-paced operational settings.
- Developed and implemented a Parking Pass System and supporting procedures as a form of physical access control, using a Microsoft Access database to track vehicles, guest authorization, and access logs, which reduced unauthorized use of parking areas

CORE COMPETENCIES & TECHNICAL SKILLS

Incident Response & Disaster Recovery | Digital Forensics & Incident Investigation | Threat Detection & Mitigation | Security Operations (SOC Fundamentals) | Log Review & Basic SIEM Analysis | Network Defense Fundamentals | Cloud Security (AWS) | Security Architectures | Cyber Warfare & Threat Landscape | Compliance & Data Governance | Information Security Policy & Governance | Emerging Security Technologies | Open-Source Intelligence (OSINT)