

Albert Huynh

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<https://liluzibird.github.io/resume/>

Technical Skills

Programming: x86 Assembly, C, C++, Java, Python, Bash scripts, Batch scripts, HTML5, CSS3, SCSS, JS, SQL, Jekyll
Databases: SQL/MySQL and Microsoft Access
Cybersecurity: Wireshark, Cisco, Metasploit, Nmap, Burp Suite, VeraCrypt, Splunk, VMware, PGP, GPG
Networking: TCP/IP, PuTTY, firewalls, routing (Cisco, Ubiquiti, Netgear), switching, VLAN, Subnets, VPNs
Office: Microsoft Office, Adobe Creative Suite/Cloud, Libreoffice

Education

Santa Ana College | 3.7 2022 – Expected 2024

Associates of Science, Computer Science
Emphasis: Cybersecurity

Professional Experience

Santa Ana College | CyberPatriots Mentor 2022 – Present

- Collaborated with professors and fellow IT support professionals as a cohesive team to provide guidance and support to local high school USAF CyberPatriot teams.
- Mentored and guided a team of CyberPatriot students in developing critical IT skills and knowledge to compete in national cybersecurity competitions.
- Provided technical support and troubleshooting assistance to over CyberPatriot participants, ensuring the smooth operation of their computer systems and networks.
- Created custom computer hardening scripts for both Linux and Microsoft systems, specifically tailored for training and competition rounds, ensuring the teams were well-prepared and equipped to handle cybersecurity challenges.
- Developed comprehensive documentation on computer security methods, delivering engaging presentations and interactive lectures to the teams, fostering their understanding and proficiency in the subject matter to 100+ students.
- Conducted training sessions on cybersecurity best practices, network security, and incident response protocols to help build the participants' understanding of IT support principles.

Santa Ana Unified School District | Information Technology Services Intern 2021 – 2022

- Collaborated across ITS tech support, networking, admin, and programming divisions.
- Swiftly resolved technical issues for staff and students, ensuring seamless operations.
- Implemented rigorous data removal practices in accordance with ISO/IEC 27001:2022 standards.
- Conducted troubleshooting, hard drive wipes, and account removals from MDM and GP.
- Achieved successful technical issue resolution, resulting in enhanced system performance and heightened user satisfaction.
- Maintained an outstanding 99% satisfaction rating through excellent interpersonal skills and prompt solutions.
- Performed 30+ hardware and software repairs daily.

Certifications and Certificates

- CompTIA A+ (2022-Present)
- Google IT Support (2022-Present)
- MTA Windows Operating System Fundamentals
- IT Network and Security Operations Certificate
- IT Support Specialist Certificate
- CompTIA ITF+ (2021-Present)
- MTA Mobility and Device Fundamentals (2021-Present)
- Computer Fundamentals for Business Certificate
- IT Desktop and Server Operations Certificate

Leadership and Organizations

MESA, National Eagle Scout Association, Venturing, Library volunteer, Orange County Math Circle Tutor Volunteer

Skills

Leadership: Develop and present training materials to teach staff new policies and practices
Language: Native English Speaker; Professional proficiency in Vietnamese, speaking, reading, writing