

Resume Book

Summer 2024

Brought to you by
MiHIN's
Workforce Development Program



Dear Colleague,

We are pleased to provide you with the student resumes of those within MiHIN's Workforce Development program who are seeking full time positions as they near the end of their programs.

Michigan Health Information Network (MiHIN) is Michigan's non-profit statewide entity legally, technically, and privately providing critical and comprehensive patient information to doctors, clinics, federally qualified health centers, hospitals, pharmacies, health insurance providers, and public health. MiHIN's Workforce Development goal is to provide early career opportunities to address the talent gap in healthcare information technology to ensure talent supply meets the current and emerging needs of the industry. The Workforce Development team hosts a Student Internship Program and Apprenticeship Program.

Our interns and apprentices provide a fresh perspective on healthcare issues and create innovative solutions that help transform the healthcare industry. They are essential to the team at our growing, fast-paced health IT non-profit. We look for self-motivated, professional candidates who can work independently and aren't afraid to ask questions. We hope you will consider them for possible open positions at your company.

This resume book is designed to provide recruiters and hiring managers with exclusive access to resumes of early health IT professionals who are actively seeking job opportunities. The resumes in this digital compilation describe their work experience within our health IT companies as well as their distinguished backgrounds and education. You can find more information about the Workforce Development program [here](#), or contact us at WorkforceDevelopment@mihin.org.

Sincerely,

Brandi Briones, Sr. Program Manager

Lindsay Garascia, Program Manager

WORKFORCE DEVELOPMENT

Supporting our affiliated organizations: [Velatura PBC](#) & [Interoperability Institute](#)



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AISHA BENLOUCIF

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Education

University of Michigan Ann Arbor, MI	Winter 2025
Masters of Health Informatics	
Eastern Michigan University Ypsilanti, MI	Winter 2022
Bachelor of Science in Public Health and Pre-Medicine/Osteopathy Biology	
GPA: 3.92, <i>summa cum laude</i>	
Washtenaw Community College Ann Arbor, MI	Winter 2018
Associates in General Math and Science	

Work Experience

Michigan Health Interoperability Institute – MiHIN Velatura Ann Arbor, MI
Project Manager/Customer Relations Intern June 2024 – Present

- Facilitating project execution by organizing and monitoring meetings, ensuring team alignment and successful outcomes.
- Enhancing efficiency by verifying and updating health organization certificates, ensuring compliance and smooth data exchange.
- Promoting data security by managing patient consent forms, ensuring privacy standards and ethical data practices.

Michigan Medicine - Precision Health Initiative Ann Arbor, MI
Data Specialist January 2024 – Present

- Analyze and manage membership engagement data using custom tracking tools and R programming
- Organize and classify various data types to assist in the creation of tracking and categorization models
- Collaborate with faculty and stakeholders for membership engagement data auditing and processing, further assisting in trend analysis, planning, and decision making

Office of Wellness and Community Responsibility Ypsilanti, MI
Community Health Educator January 2022 – May 2022

- Analyzed and utilize data from the NCHA-ACHA to develop the Relaxation Retreat Program targeted towards the target population, EMU students
- Developed and ran the Relaxation Retreat Program for Eastern Michigan University student population
- Managed different health programs the department runs with team members
- Developed health education materials for programs and information dissemination

Whole Foods Ann Arbor, MI
Whole Body Team Member September 2022 – Present

- Educate customers on supplements, body care, as well as health and wellbeing
- Collaborated with team members to efficiently complete tasks
- Gain product knowledge of supplements and body care and effectively communicated with customers

Volunteering and Community Leadership

University of Michigan HOPE Ambassador Ann Arbor, MI
Volunteer January 2020 – September 2021

- Provided patient-centered care
- Aided patients in wayfinding and escorted/transported patients to their appointments
- Comforted patients who nervous about appointments or navigating the hospital

- Cared for a patient when they needed help after an accident. My actions and response to the emergency situation led to the development of a new program at the reception desk to respond to future emergencies

American Cancer Society Ann Arbor, MI

October 2019

Volunteer

- Registered American Cancer Society “Making Strides Against Breast Cancer” participants and collected donations
- Learned how organizations operate and organize health education events
- Navigated situations by actively listened and engaged with the participants in order to resolve their issues and concerns

Interprofessional Education Large Scale Simulation Ypsilanti, MI

November 2019

Volunteer

- Participated as a Health Administrator in order to assist a person who acted as a patient
- Collaborated with different disciplines, such as physical therapists and physician’s assistants in order to provide the best patient-centered care
- Learned healthcare communication skills

Relevant Coursework

Health Education Program Planning

- Designed programs targeting students’ different learning methods
- Learned about different program planning methods
- Developed a sleep program tailored to Eastern Michigan University students

Health Education Program Evaluation

- Utilized data collected from programs and focus groups to design or modify programs
- Learned different data collection methods

Statistics and Data Analysis

- Utilized data analysis techniques, which includes importing, tidying, and visualizing data
- Practical experience in applying probabilistic models and conducting regression models
- Proficient in using R programming for data analysis and programming tasks

Exploratory Data Analysis for Health

- Examine the features of a health-related question that make it important and answerable, including data sources that can be leveraged to address it
- Analyze the challenges of working with health data, including legal and methodological issues pertaining to the collection and secondary use of clinical data
- Demonstrated using R for research and analysis

Skills

- Programming and data analysis: Python and R
- Tools: Excel and Microsoft Office Suite
- Health Informatics: HL7 FHIR, Interoperability
- Medical Terminology

ALEXA KEYSER

Jefferson, Maryland

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OBJECTIVE

Seeking an opportunity in healthcare informatics to further enhance skills and knowledge, with the ultimate goal of pursuing a master's degree in the field.

EDUCATION

University of Maryland, College Park | B.S. Public Health Sciences

May 2024

WORK EXPERIENCE

CEO Axer Marketing Agency

Jefferson, Maryland

June 2022-Current

- Spearheaded the creation and execution of social media strategies for diverse clients, resulting in increased brand visibility, engagement, and follower growth.
- Developed compelling and tailored social media content, including posts, graphics, and videos, to effectively communicate clients' brand messages and objectives.
- Directed business expansion initiatives, leveraging strategic partnerships and networking opportunities to drive client growth and increase followers across various platforms.
- Analyzed key performance indicators (KPIs) and metrics to assess the effectiveness of social media campaigns, continuously optimizing strategies for maximum impact and ROI.

Product and Service Management Intern | Interoperability Institute

Michigan

January 2024-Current

- Assisted in public health equity scaffolding initiatives, collaborating with cross-functional teams to identify and address disparities in healthcare access and outcomes among diverse patient populations.
- Conducted data analysis on confidential patient information to identify trends, patterns, and opportunities for improving healthcare delivery and addressing public health challenges.
- Supported the development and implementation of targeted marketing campaigns to promote healthcare services and programs, leveraging data insights to refine messaging and audience targeting strategies.

Medical Assistant | Pregnancy Aid Center

College Park, Maryland
2023

August 2021 - November

- Prepared urinalysis samples for diagnostic evaluation.
- Facilitated triaging for patient intake
- Verified insurance related documentation

University of Maryland Senator

May 2021-May 2022

- Proposed legislation through drafting or amending bills
- Advocated for the student body

Johns Hopkins National Youth Leadership Forum (NYLF): Medicine

June 2021-July 2021

- Performed and successfully completed a fracture reduction surgery
- Underwent real life medical simulations using VR technology
- Met with prestigious doctors and discussed ethical means of medicine

EXTRA CURRICULAR ACTIVITIES

National Society of Collegiate Scholars | Member

October 2020 - Current

- Worked alongside community members to network events based on improving the lives of others

American Medical Students Association | Service Squad Leader

August 2022- Current

- Organized service events designed to help those in need/improve the community
- Hosted meetings based on real life medical disparities that were occurring

National Society of Collegiate Scholars | Member

October 2020 - Current

- Worked alongside community members to network events based on improving the lives of others

University of Maryland Senator

May 2021-May 2022

- Proposed legislation through drafting or amending bills

ALIYE ASLAN



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Grand Prairie, TX



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PROFESSIONAL SUMMARY

Highly motivated and detail-oriented professional with a strong interest in Cyber Security. Currently advancing through MiHIN's Security Analyst apprenticeship and holding a CompTIA Security+ certification. Eager to apply the skills and knowledge gained through these experiences to contribute effectively to the Information Security field. Committed to ensuring the safety and protection of digital assets by employing problem-solving abilities and implementing effective security measures. Dedicated to continuous learning and staying updated with the latest industry practices and advancements to enhance expertise and practical experience.

SKILLS

- Security Improvements
- Social Engineering
- Web Applications
- Network Security
- Risk Management
- Threat Management
- Compliance
- Incident Response
- Security Policies
- Security Awareness
- Wireshark
- Linux, iOS, Windows

CERTIFICATIONS

- CompTIA Security+ Jun 2023
- Git & GitHub - CodeAcademy
- AZ-900: Microsoft Azure Fundamentals (in progress)

EDUCATION

Tech Pro Education

Cyber Security Program

The University of Texas At Dallas

Richardson, TX

Bachelor of Science: Biology

- Minor in Psychology
- Academic Excellence Scholarship Recipient
- Treasurer of KISA
- Tutor/member ; Korean Language Club
- Member ; Circle K
- Member ; RWIMS

Harmony School of Nature And Athletics

PROFESSIONAL EXPERIENCE

MiHIN - Security Analyst Apprentice

Remote • 03/2024 - Current

- Completed training in cybersecurity best practices and tools, gaining hands-on experience with Jira and Confluence for task management and documentation.
- Conducted blocklisting on CrowdStrike to mitigate threats and ensure system security.
- Performed application-related security tasks and minor investigations to identify and address vulnerabilities.
- Contributed to a BYOD (Bring Your Own Device) project by drafting comprehensive procedures and policies.
- Created incident reports and worked on refining the incident response playbook to enhance organizational readiness.
- Configured DUO user settings and monitored security events to manage multi-factor authentication effectively.
- Developed a Lost Device Risk Acceptance Form to address and mitigate risks associated with lost devices.
- Assisted in gathering HITRUST evidence to support compliance and certification efforts.
- Performed AWS tasks, including managing S3 buckets and conducting a Lambda function audit.
- Gained familiarity with the Microsoft 365 Admin Console for managing and securing user accounts and data.

Esports Engine - Moderator

07/2022 - Current

- Enforce community guidelines and policies to ensure a safe and inclusive environment
- Develop an understanding of online behaviors and trends to proactively mitigate potential risk.
- Identify, report, and mitigate any potential security threats or suspicious activities within the streaming platform.

Lenox Hill Neurosurgery - BRAINtern

06/2020 - 08/2022

- Participated in a webinar shadowing program led by experts from the Lenox Hill Neurosurgery Department, covering Neuroscience, Anatomy, Surgery, and Professionalism.
- Engaged in projects on medical school applications, neurosurgical practice, surgical video editing, and clinical research innovation.

Dallas, TX

High School Diploma

- Salutatorian
- Vice President and Mentor, Key Club
- Coach, Folk Dance
- Representative, National Honor Society

- Learned from leading surgeons, physician assistants, nurse practitioners, and administrative staff through interactive webinars and case studies.
- Analyzed and discussed real-world cases to gain insights into clinical decision-making, surgical techniques, and patient management.
- Acquired practical knowledge and experience in various aspects of healthcare, including interdisciplinary collaboration and administrative processes.

LANGUAGES

Fluent- English, Turkish

Anjelica McLean

mcleananjelica11@gmail.com | 586-464-7960

Objective

Enthusiastic and detail-oriented recent graduate with a degree in General Management, seeking to launch a career in HR. Eager to apply academic knowledge and internship experience in talent acquisition, employee relations, payroll, and HR best practices.

Education

Oakland University, Rochester, MI

Bachelor of Science in General Management

- Minor in Human Resources Management
- GPA: 3.42
- Graduated July 2024

May 2024-present

Human Resources and Payroll Intern, Michigan Health Information Network

- Create documents, spreadsheets, and complete project research that supports the Human Resources Team
- Complete other finance, HR, or benefit-related tasks as requested by management from time to time
- Create and edit process documentation for Human Resources team and those they support
- Take notes and complete action items on meetings with teammates
- Distribute information via email and the internal web for meetings and notifications

July 2023-April 2024

Human Resources Assistant, Macomb Residential Opportunities, Inc.

- Assist with Payroll
- Complete the hiring and firing process
- Schedule and conduct interviews and phone screens
- Import sensitive documents into a digital platform confidentially

August 2022-April 2023

Nightwatch Desk Worker, Oakland University

- Ensure safety on campus
- Oversee Vandenberg Hall's security system
- Designated mandated reporter

August 2022-August 2023

Cheer Camp Coach, Core Athletics LLC

- Teach dances and cheers to high school level cheerleaders
- Conduct team bonding exercises to increase team moral
- Build connections with athletes
- Create detailed routines for athletes to perform

August 2022-July 2023

Assistant General Manager, Taco bell 13940 23 Mile Rd

- Forecast weekly total transactions for the coming weeks
- Create employee schedules for 20+ employees
- Complete onboarding and I-9 paperwork
- Assist in interviewing process

October 2018-present

Shift Leader, Taco bell 23 Mile Rd

- Create action plans for the shift ahead to efficiently lead the team to be ready for a rush
- Check the quality of the food sent out to make sure they meet standards
- Report on how the team is progressing and make suggestions to improve overall performance

Skills

Proficient in:

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- UKG
- Paycom

Leadership & Activities

Oakland University

Vice President of Oakland Cheer Club

- Voted as Vice President of the club by teammates
- Helped to organize and conduct team tryouts
- Handled paperwork for the club and contracts with coaches

ASHUTOSH DAS

Binghamton, NY | (347) 475-6913 | adas9@binghamton.edu | <https://www.linkedin.com/in/ashutoshdas38/>

EDUCATION

Binghamton University, State University of New York, Thomas J. Watson College of Engineering and Applied Science

Master of Science in Information Systems (Applied Data Science track)

Expected May 2025

GPA: 3.6

University of Pune, Zeal College of Engineering and Research

Bachelor of Engineering in Computer Engineering

June 2015 – May 2018

Relevant Coursework: Software Testing and Quality Assurance, Advanced Programming Languages (Python, Ruby) & Data Mining, Machine Learning, Artificial Intelligence, Deep Learning, Computer Vision, Management of Information Systems, Software Project Management, Information Systems Security.

TECHNICAL SKILLS

Languages: Java, Python, R, JavaScript. C++, C, HTML, CSS.

Tools and Frameworks: Eclipse, Android Studio, Visual Studio Code, Jupyter Notebook, Git, Linux, IntelliJ.

Additional: Data Analysis, Data Preprocessing, Data Visualization, SQL, Pearl, jQuery, MS Access, MS Excel, Tableau, Power BI, AWS, CI/CD (Jenkins), Performance Testing (JMeter & Gatling), Junit, TestNG, REST/SOAP API, Jira, Confluence.

Certifications: Advanced Java, JavaScript, Python for Data Science, Software Testing (Automated Testing Tools).

PROFESSIONAL EXPERIENCE

Michigan Health Information Network, Health IT Infrastructure Intern, MI

June 2024 – Present

- Authored a Python script for AWS IAM role cleanup, significantly reducing unnecessary roles and saving 35% in administrative effort.
- Crafted a Python script for automating multiple tasks in AWS ACM, streamlining certificate management processes and reducing operational time by 40%.

The Research Foundation for SUNY, Senior Research Aide | Binghamton, NY

March 2024 – May 2024

Lead comprehensive research projects, including data collection, analysis, and reporting, contributing to significant advancements in GPU.

Knorex, QA Automation Engineer | Pune, India

February 2021 – August 2023

- Spearheaded BDD test script creation with Java, Selenium, and Cucumber, achieving a 23% increase in test coverage and a 60% reduction in regression issues.
- Advanced requirement verification tests, incorporating root cause analysis, to ensure 100% coverage of user and system requirements leading to a 10% decrease in post-release critical bugs by identifying and addressing the underlying causes of defects.
- Leveraged expertise in equivalence class partitioning and boundary value testing to optimize 150+ test cases, improving product quality and reliability by 25%.

IBM, Software Tester/Test Automation Specialist | Mumbai, India

April 2019 – November 2020

- Directed cross-functional collaboration on 3 projects concurrently, executing test plans enhancing product quality by 40% and reducing post-launch bugs by 20%.
- Optimized defect reporting, improving bug identification and resolution efficiency by 30%; implemented Automation Environments, reducing manual testing by 60% and accelerating release cycles.
- Utilized equivalence class partitioning to streamline test case creation, effectively reducing the number of test cases by 20% while maintaining coverage.

- Investigated products and services, yielding detailed responses that led to a 20% decrease in support ticket volume and a 15% improvement in resolution time.
- Demonstrated exceptional customer care consistently, earning recognition as a top performer six times and securing a place in the Top 100 Club for August 2018.

PROJECT EXPERIENCE

Facial Emotion Recognition, In – Semester Project, Binghamton University

April 2024

- Engineered a Facial Emotion Recognition system employing Convolutional Neural Networks (CNN) to analyze and classify various emotional expressions in images.
- Attained a high classification accuracy of 87%, showcasing the effectiveness of the model in accurately detecting a range of emotions from visual data.

COVID 19 Data Analysis, In - Semester Project, Binghamton University

October 2023

- Conducted a thorough analysis of COVID-19 pandemic data using Tableau, encompassing information on cases, deaths, population, and vaccinations across various locations and continents.
- Derived insightful conclusions, addressed crucial questions surrounding the pandemic, and crafted a comprehensive Dashboard for presentation.

HealthMate, Final Project, Binghamton University

September 2023 – October 2023

- Engineered a machine learning-based fitness prediction app using a Gradient Boosting Classifier model and Python Django framework.
- Analyzed user input data on step count, mood, calories burned, hours of sleep, and weight, achieving accurate predictions and fostering a 25% increase in user adherence to fitness goals.

Media Broker Automation Framework, Automation Project, Knorex

April 2021 – August 2023

- Developed and continuously enhanced a Test Automation Framework, increasing test efficiency by 40% over 12 months, leading to faster release cycles.
- Conducted comprehensive test result analysis, facilitating the identification and resolution of 100+ critical bugs, improving product stability by 30%.

Other projects: Customer Lifetime Value Analysis, Customer Acquisition Prediction, Social media Campaign optimization.

LEADERSHIP EXPERIENCE

Automation Lead, Knorex

November 2021 – August 2023

- Streamlined feature tracking for 200+ features in the Software Development Lifecycle.
- Implemented state transition testing in complex user flow scenarios, increasing defect detection in state-related logic by 25% and improving user experience.

ELLA KOP'KASH

609-273-9887

ellakopkash1@gmail.com

Education

The College of New Jersey, Ewing, NJ

August 2021 - December 2024

Bachelor of Science: Marketing

Cumulative GPA: 3.4 / 4.0

Dean's List: Spring 2023 - Spring 2024

Master of Science: Management and Organizations

August 2024 - May 2026

Experience

Michigan Health Information Network, Remote

June 2023 - Present

Marketing Operations Intern

- Compiled and analyzed 5+ qualitative reports on competitor engagement strategies, leading to the development of an optimized communication plan.
- Worked closely with the sales and creative teams to streamline processes, improve communication, and achieve marketing goals efficiently.
- Developed and optimized automated emails for webinars and newsletters.
- Created a suite of standardized Word templates that streamlined document formatting and enhanced professionalism.

FIZZ, Ewing, NJ

December 2022 - January 2023

Marketing Strategist Intern

- Spearheaded the creation of a comprehensive strategic marketing plan that aligned with corporate objectives, resulting in a significant boost in brand visibility across key markets.
- Designed and executed a series of engaging graphics for marketing campaigns.
- Crafted and implemented a communication strategy for launch day.

Hopewell Valley Car Wash, Pennington, NJ

July 2020 - June 2023

Manager

- Established a fully operational record store within the existing business framework.
- Orchestrated daily task assignments based on employee strengths and project requirements.
- Created and refined over 30 unique graphics for social media platforms and websites.
- Effectively promote and recommend additional services to customers to enhance experience and increase revenue.

Skills

- Proficiency in Microsoft Office (Word, Power Point, Excel, etc.).
- Proficiency in Adobe Creative Suite (Photoshop, Lightroom, InDesign, etc.).
- Proficiency in Hubspot, SharePoint, and Atlassian Software (Confluence, Jira).

ERIC WICKHAM

- Farmington, MI 48336 • 248-497-7764 • Ericwickham519@gmail.com
- **WWW:** <https://www.linkedin.com/in/ejw1986/>

Skills

- AWS (Amazon Web Services)
- Microsoft Azure
- Microsoft Intune
- Proofpoint
- Duo Security
- Active Directory
- SIEM Tools

Professional Experience

Infrastructure Intern, 01/2024 to Current

MiHIN – Remote

- Responded promptly to user inquiries and technical issues via Jira ticketing system, email, and teams, delivering timely resolutions or escalations as necessary.
- Facilitated password resets, account unlocks, and other account-related tasks using Active Directory, Azure, Intune, Proofpoint, and DUO Security.
- Managed user account lifecycle, including creating, modifying, and deleting user accounts, and assigning appropriate permissions and group memberships based on organizational requirements.
- Provisioned virtual machines (VMs) using AWS Workspaces.

Armed Security Supervisor, 06/2019 to 10/2023

Ahtna – U.S. Coast Guard Sector Detroit

- Provided customer service, addressing concerns and inquiries from clients and visitors in a professional manner.
- Maintained detailed records of daily activities, incident reports, and personnel information for accurate documentation purposes.
- Supervised a team of armed security officers, ensuring adherence to policies and procedures while fostering a positive work environment.

Education

Bachelor of Science: Cyber Security, Expected in 10/2024

Southern New Hampshire University - Hooksett, NH

Projects

Virtual Home Lab Creation

- Designed and implemented a virtual home lab environment for hands-on practice in penetration testing and cybersecurity.
- Configured virtual machines using platforms such as VMware and VirtualBox to simulate diverse network environments.
- Installed and configured various cybersecurity tools and platforms to conduct penetration testing exercises.
- Documented lab configurations and procedures for future reference and knowledge sharing.

TryHackMe.com Cybersecurity Courses

- Completed a series of cybersecurity courses on TryHackMe.com, covering topics such as network security, web application security, and ethical hacking.
- Engaged in practical exercises and challenges to reinforce learning objectives and gain hands-on experience in offensive and defensive cybersecurity techniques.
- Applied knowledge gained from the courses to real-world scenarios, enhancing proficiency in cybersecurity concepts and methodologies.

Certifications

Google Cybersecurity by Google on Coursera. Certificate earned February 28, 2024 Studying For CompTia Security+, and AWS Solutions Architect Associate

FALYNNE ARMSTRONG

832-798-2454 • falynneaa@gmail.com • Conroe, Tx • github.com/cyberbOss21 • linkedin.com/falynne-armstrong

TECHNICAL SKILLS

Programming Languages Python

Operating Systems Windows, Linux (Kali, Ubuntu)

Security Tools Proofpoint, Ida Pro, Nmap, Wireshark, AWS, Cloudtcity, Duo, Tenable, Snort

Certifications ISC² CC (Certified in Cybersecurity), CompTIA CySA+ (in progress)

EDUCATION

Western Governors University, College of Information Technology, Online

Expected: January 2026

Major: Master of Science, Cybersecurity and Information Assurance

Extracurriculars: WGU Cyber Club

Sam Houston State University, College of Science and Engineering Technology, Huntsville, Texas

Received: December 2023

Major: Bachelor of Science, Cybersecurity / Minor: Criminal Justice

Relevant Coursework: Computer Architecture, Computer Organization & Machine Language, Cyberwarfare, Cryptography & Network Security, Data Base Management Systems, Data Mining, Data Structures & Algorithms, DF and IA Fundamentals I, DF and IA Fundamentals II, Digital System Design, Hardware Forensics, Information Security, Intro to Computer Networks, Malware, Network Theory, Programming Fundamentals I, Programming Fundamentals II, & Software Engineering

Extracurriculars: Association for Computing Machinery Member, Association of Information Technology Professionals Member, Evolve Member

Angelina College, College of Arts and Education, Lufkin, Texas

Received: May 2019

Major: Associate of Arts, General Studies

Honors: Phi Theta Kappa

WORK EXPERIENCE

Interoperability Institute, Remote

March 2024 – Present

Cyber Security Analyst Apprentice, Interoperability Institute

- Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet business continuity needs.
- Monitor threat reports and vulnerability disclosures appropriate mitigations.
- Encrypt data transmissions and establish firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers.
- Perform risk assessments and execute tests of data processing system to ensure functioning of data processing activities and security measures.
- Modify computer systems to incorporate new software, correct errors, or change individual access status.
- Evaluating information to determine compliance with standards by using relevant information to determine whether events or processes comply with laws, regulations, or standards.
- Review, audit and report on user's and actions in computer logs.
- Participate in application lifecycle management activities related to security, such as third-party vulnerability reporting and tracking.
- Participate in the maintenance and improvement of current processes by recommending improvements and staying current on industry trends and technology.

Sam Houston State University, Huntsville, Texas

June 2022– Nov 2023

Service Desk Technician, IT@Sam

- Provides technical support to faculty, staff, students, prospective and former students on administrative programs (SamWeb, MySam, Banner), technical equipment (telephone, computers, printers, scanners), and network software applications (MS Office 365, Adobe Creative Suites, SPSS etc.) in either Windows and Mac operating systems.

- Troubleshoot technical issues, determine source of problem, provide solutions, and provide feedback to management.
- Maintain an accurate record of all requests for assistance
- Providing prompt and accurate information in all requests for assistance while maintaining confidentiality
- Proper routing of requests that need further escalation or attention from personnel outside our department
- Provide recommendations on office procedures and any communication available to our end-users.
- Provide documentation for internal Knowledge Base.
- Provide guidance and assistance to co-workers
- Other duties as assigned.

Walmart, Lufkin, Texas July 2020– June 2022
Sales Associate, Online Grocery

- Trained and developed new sales team associates in products, selling techniques and company procedures
- Noted customer special requests, preferences, and favorite products in CRM to enhance service and build brand loyalty
- Completed orders and organized product deliveries to meet customer timetables, etc.

ACADEMIC PROJECTS

Sam Houston State University, Remote
Malware Analysis Research Student Worker

- Conducted in-depth malware analysis on over 15,000 Windows files, identifying and documenting malicious behavior and patterns
- Developed and implemented a custom Python script for automating malware analysis processes, significantly reducing analysis time and enhancing efficiency
- Created grayscale images to visualize and analyze malware behavior, providing a unique perspective on malicious activities and aiding in the development of threat intelligence

SAP Cybersecurity Virtual Internship Program, Remote April 2022
Intern

- Identified password flaws for client's most sensitive accounts
- Identify and mitigate phishing attempts for client
- Windows Server 2019 Installation and Hardening
- Gave written analysis and recommendations on a client's systems and identity

HAFSAH ALKHAMMAL

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<mailto:h.alkhammal@gmail.com> EDUCATION

Florida International University, Miami, FL

Expected Graduation May 2026

B.S. Computer Science

Cumulative GPA: 4.0

Coursework: Programming Fundamentals I & II, Data Structures and Algorithms, Discrete Structures, Probability and Statistics, Calculus I & II, Software Engineering I, Computer Architecture

SKILLS & TECHNICAL TOOLS

Languages: Java, Python, PowerBI, Fabric

Tools & Technologies: PowerBI, JIRA Xray, Amazon Web Services, Git, GitHub, Rest APIs, MySQL, Thunder client/API testing, WinSCP for SFTP, AWS S3 buckets, CloudWatch logs, step functions, cluster services

Frameworks & Methodologies: AGILE, Fabric

PROJECTS/WORK EXPERIENCE

Software Testing / Quality Assurance Intern | Interoperability Institute

February 2023-Present

- Developed and executed comprehensive test plans and designed detailed test cases using gherkin format to ensure the highest quality and functionality of software products.
- Collaborated closely with software developers, product owners, and business analysts to thoroughly understand software requirements and user expectations, ensuring compliance with HIPAA regulations
- Actively participated in Agile ceremonies, including daily stand-up meetings, sprint planning, and retrospectives, contributing effectively to the Agile development process
- Identified, documented, and tracked software defects, ensuring timely resolution and minimizing their impact on sprint timelines

Break Through Tech Miami Sprinternship Program | LexisNexis

May 2023

- Developed a comprehensive survey aimed at exploring the perspectives of emerging diverse talent in computer sciences, software engineering, and data science, focusing on the key factors that attract and retain professionals in these fields
- Utilized PythonSQL and Fabric to create an API that seamlessly integrated with Typeform, enabling the efficient extraction of survey results
- Leveraged PythonSQL and PowerBI to design and implement a dynamic dashboard, providing in-depth data analysis and visualization of the survey findings to inform strategic decisions
- Enhanced data accessibility and usability by automating the data retrieval and visualization processes, significantly improving the efficiency and effectiveness of data analysis efforts

INVOLVEMENT

August 2020-Present

- Women in Computer Science
- Latin Honor Society President
- Break Through Tech Miami

AWARDS/CERTIFICATIONS

June 2021-Present

- Google IT Automation with Python Professional Certificate
- Florida Bright Futures Scholarship
- Microsoft Office Suite (Word, PowerPoint, Excel)

HARSH EKAMBE



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ekambeharsh@gmail.com



<https://www.linkedin.com/in/harsh-ekambe-09b076210/>

EDUCATION

Lawrence Technological University

Southfield, Mi

Master of Science in Computer Science | GPA 3.3/4.0

May

2024

- Coursework: Machine Learning, Deep Learning, Social Network Mining, Artificial Intelligence, Data Science
- Responsibilities: Research Assistant Data Science | Fall 2023

Fr. Conceicao Rodrigues Institute of Technology

Mumbai, India

Bachelor of Science in Mechanical Engineering | GPA 8.0/10.0

Sept

2021

EXPERIENCE

Internship

Interoperability Institute

Ann arbor, Mi

Health Data Science Intern

Aug 2023-Dec

2023

- Collaborated Data run for Synthetic FHIR Data and Bulk import and export.
- Performed data cleaning of Synthetic data of resources such as Patient, Condition and Observation FHIR resources after importing the data in RStudio and python from Meld HIE platform using REST API.
- Data visualization of the patient, condition, and observation resources over time.
- Applied Supervised and Unsupervised Machine Learning Algorithms on Synthetic FHIR data for predictive analytics.

Michigan Health Information Network Shared Services

East

Lansing, Mi

Technical Business Analyst

Jan 2024- May

2024

- Conducted Business process analysis to identify key business needs, issues, and gaps.
- Successfully carried out API calls from non-prod environments in AWS workspaces using thunder client to validate the data.
- Used SMILE CDR a Clinical Data Repository to successfully extract PHI data into Python Jupyter notebook for Data Visualization.
- Integrated Collections from Thunder Client to trigger email notification for bad request in automation workflow for testing.

Application Software Technology

Pune, India

Software Developer

Feb 2021-Aug

2022

- Having 1.5 years of work experience as Oracle Technical Consultant in Fusion, OML, Oracle BICC, Oracle CPQ and Oracle Apps Technical Developer.
- Experience in writing programs using Oracle SQL, Oracle PL/SQL and Oracle CPQ.
- Analyzed the business requirements and developed end to end Oracle BIP, OTBI and OAC reports of Finance, SCM modules.
- Collaborated in Implementation, support, enhancement, and new functionality projects in Fusion.
- Execute all migration tasks from non-prod environment to prod-environment.
- Performed end to end testing of Oracle CPQ project and implemented the migration tasks.
- Carried out quarterly patch testing of Oracle CPQ project.
- Supported Senior Developer in technical issues using BML.

PROJECTS

Emotion based music player

Designed and implemented an emotion-based music player utilizing machine learning algorithms and CV to dynamically curate playlists based on users' emotional states, enhancing user experience and engagement.

Autism Detection using Deep Learning

Utilized deep learning techniques to develop a robust classification model distinguishing between autistic and non-autistic individuals with high accuracy. Employed advanced neural network architectures and feature engineering to effectively address the complexities of the classification problem in autism research.

Swimming Pool Cleaning Robot

Developed a Swimming Cleaning Robot using Arduino Uno as an undergrad project. This Robot was constructed to remove the dirt of the bed of swimming pool and designed to move in path controlled by a human.

SKILLS

Languages: Python, R and RStudio, Oracle SQL and PL/SQL, C++

Frameworks: TensorFlow, Keras, OpenCV, Git

CERTIFICATIONS

- Coursera certified in Applied Machine Learning in Python from University of Michigan
- Coursera certified in Neural Networks and Deep Learning from deeplearning.ai
- Coursera certified in R programming and Statistical Inference from Johns Hopkins University

HAYATH KHATOON, MS

Hayathkhatoon3@gmail.com (<https://www.linkedin.com/in/hayathkhatoon>)

EDUCATION

University of Michigan Dearborn
2024

Expected graduation - April

Masters of Health Informatics (GPA- 3.95)

Dearborn, MI

Sultan-ul-Uloom College of Pharmacy
Bachelors of Pharmacy (3.4 GPA)

April 2018
Hyderabad, IN

DATA ANALYSIS EXPERIENCE

Enterprise Business Systems and Operations Intern
Interoperability Institute

August 2023 - Present
Lansing, MI

- Produced a scalable yearly comparison reports for all KPIs by analyzing data of cross functional teams for the years 2021, 2022 and 2023
- Aided with planning, tracking, documentation, coordinating, and implementation of Annual Operational plan and strategic plan working alongside cross functional team
- Built 11 dashboards for tracking operational, strategic plans and department one pagers data to enhance coordination and goal tracking in an agile system
- Aided in configuring new HubSpot instance, while data mapping 5 externally stored excel data sheets
- Created 3 custom training guides, SOPs and Data Dictionary for admins and users to reduce resolution time for HubSpot tickets by analyzing HubSpot general guide
- Contributing to enhance data quality for HubSpot, Jira, and Eazy BI systems through creating 7 automation workflows to reduce manual resources

Community Health and Well Being Intern
Trinity Health

May 2023 - August 2023
Livonia, MI

- Analyzed social needs screening in 5 primary care practices, reducing wait times by 15%, achieving 25% higher patient satisfaction
- Conducted Scientific Literature research for answering In patient screening deficiencies in SDOH
- Aided in creating FY24 Financial and Safety-Net Dashboards along with their reports in Power BI, using EPIC & SharePoint data while complying with HIPAA
- Weekly reported Medicaid expenses for 57 facilities spread in 16 States with 99% accuracy within SLA, using Tableau data and Excel visuals to aid decisions to improve healthcare quality

Operations Manager
Amazon Development Centre

May 2021 - July 2022
Hyderabad, IN

- Led 25-member team, optimizing staffing, planning, forecasting, maintaining top 3 network rank (May '21 - July '22) by continuous analysis and data driven strategies
- Boosted productivity 11% with raffle incentive program (Q1-2020)
- Introduced RAP system based on data driven insights, providing operational support by reducing contact redundancy by 35% (Q1-2019)
- Improved global Level 2 & Level 3 efficiency 17% with Tableau data analysis (2019-2021)
- Implemented auto avail option using analytics driven insights, raising productivity 13% (Q4 2021)
- Achieved 98% precision in tracking, reporting metrics using tableau, VLOOKUP and pivot tables as per SLA

Advanced Technician
Amazon Development Centre

June 2019 - May 2021
Hyderabad, IN

- Oversaw 100,000 complex case reporting, exceeding benchmark by 10% consistently, earning 'Employee of the Year' (2020-21)
- Documented 300+ insights, drove performance, and improved customer and business partner engagement

OTHER VALUABLE EXPERIENCE

Recreation Assistant

September 2022 - Present

University of Michigan

Dearborn, MI

- Maintaining documentation log of all transactions of alumni enrollment and membership. Reporting it quarterly.
- Collaborating with student athletes and their coaches to monitor and input their study table data in the Athletics database

Hospital Management Intern

April 2021 - August 2021

Krishna Children's Hospital

Hyderabad, IN

- Assisted the Health IT dept. in successfully converting 28,000+ physical records to electronic medical records
- Provided proactive help desk support for Patient Care to over 1000 patients and internal employees, ensuring efficient and smooth operations

Hospital Management Intern

October 2019 - April 2020

Owaisi Hospital and Research Center

Hyderabad, IN

- Corrected 55 prescription errors out of the 500 audited prescriptions as part of compliance monitoring and quality control, resulting in a reduction of wrong doses and adverse drug reactions
- Implemented color and alphanumeric coding techniques to enhance pharmacy workflow, reducing dispensing time by an average of 8 minutes

Technical Customer Support Executive

September 2018 - May 2019

Amazon Development Centre

Hyderabad, IN

- Provided technical support for 52 Amazon services, serving 200,000+ customers across the USA with 98% one-stop resolution success rate exceeding benchmarks by 17% on an avg
- Reduced customer waiting time by 9 minutes with a streamlined information guidebook for all associates

SKILLS

Statistical Concepts: ANOVA, Regression, Chi- square, Non-par test, Time series and Forecasting, One and Two Sample test, Variance test, Sensitivity, Specificity, Hypothesis Testing, Power Analysis, Risks and Odds, Correlation, Linear, Non-Linear, Logistic and Multiple Regression

Programming Languages: SAS, R, C, C++, SQL, Python

Software: Microsoft office suite (Excel, Word, PowerPoint, Access), SharePoint, PSPP, Confluence, HubSpot (CRM), EPIC, SPSS, Tableau, EazyBI, Visio, Jira, Microsoft Power BI

IAN GALLAGHER - SOFTWARE ENGINEER

igcompdoc@gmail.com

667-261-5227

Education

UNIVERSITY OF MARYLAND, COLLEGE PARK

EXPECTED GRADUATION: FA 2025

Relevant Courses: Introduction to Programming with MATLAB, CMSC 131

GPA: 3.7

Degree: Bachelor's in Computer Science – Machine Learning Track

Awards: University of Maryland Dean's List FA2024, University of Maryland Dean's List SP2024

HOWARD COMMUNITY COLLEGE

GRADUATED: MAY 2023

Relevant Courses: Calc 1 and 2, Linear Algebra, Discrete Structures, Java 1 and 2, OOP 1 and 2 :

GPA: 3.8

Degree: Associates – Liberal Arts.

Awards: Howard Community College Dean's List – FA 2020, SP 2022, SP 2023, Rotary Club of Howard County West Scholarship, The Kahlert Foundation, Inc. – STEM Scholarship

Work Experience

JUNE 2024-PRESENT

IOI – SOFTWARE DEVELOPMENT INTERN

Developed a modularized feature for the Meld sandbox that utilizes react grid layout to display different widgets that show certain data visualizations for FHIR data available on Meld's servers. The layout works with redux and context to provide access to the app's redux store, allowing users to customize and save their own widget layout specific to their use case, access the backend API and establish client connection with the app's servers. The feature is currently available as a npm module that can optionally be included in Meld's web application or a developer's own private application.

MARCH 2024-PRESENT

BANTR – SOFTWARE ENGINEER (CONTRACT)

Developed, from the ground up, a scalable web scraping application that collects and aggregates all the media data that goes onto the Bantr app, then uploads it to the app's RDS database. I am currently managing the data collection process, handling maintenance and monitoring and further development of the application. In an upcoming addition to the app, members of the Bantr team will be able to access a web application, that uses React for front end and Flask for backend, to schedule and manage the data collection process independently of myself, allowing me to move onto other projects within the company.

AUGUST 2022-PRESENT

HOWARD COMMUNITY COLLEGE-COMPUTER SCIENCE/MATHEMATICS TUTOR

Aiding students in the development of their skills in the majority of available college level computer science and mathematics courses.

PROGRAMMING SKILLS

Languages: Java, C, C++, Python, MATLAB, SQL, Javascript

Operating Systems: Windows, macOS, Linux

Certificates: Harvard Cs50x Introduction to Computer Science 2023, Inaugural FHIR Academy - Newwave Telecom and Technologies 2023

Development Tools and Frameworks: React, Flask, Git, Visual Studio, Docker-Compose, Docker Desktop MySQL, FHIR, Node.js, Firely

PERSONAL PROJECTS

FHIR Application- Developed a back-end javascript client using fhir.js and Node.js to perform CRUD operations on FHIR resources with a locally deployed Firely server. I then utilized Apache APISIX with Docker to act as a reverse proxy for the FHIR server. To finish, I created a python application that reads in resources from the MongoDB repository associated with the Firely server, which then processes them and uploads data to a locally deployed mySQL server.

Trade-bot- Created a trade-bot in python that runs on a web-socket provided by Alpaca's API. The bot places trades dynamically based on statistical analysis of OHLC data of any desired time interval and can utilize any strategy that the user or developer creates. The majority of the financial analysis is done with the use of Pandas. I also developed an application to back test different algorithmic trading strategies the bot uses which simulates trades over several years of OHLC data. The bot runs 24/7 and is currently using a mean reversion strategy.

JAMARIA FIELDS

Ann Arbor, MI

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www.linkedin.com/in/jamariafields144

EDUCATION	University of Michigan	Ann Arbor, MI
	Bachelor of Science in Biopsychology, Cognition, and Neuroscience	2024
	<ul style="list-style-type: none">● GPA: 3.5/4.0● Honors/Awards: <i>HAIL Scholar recipient</i>● Course Highlights: <i>Decision Making, Cognitive Thought Processes</i>	
EXPERIENCE		
January 2024-Present	IT/Health Project Management Intern <i>Interoperability Institute</i>	Remote
	<ul style="list-style-type: none">● Assisting in coordinating project activities, including scheduling meetings, maintaining project documentation, and tracking project progress using Jira.● Facilitating effective communication among project team members and vendors through timely updates, status reports, and meetings.● Taking notes during external and internal meetings and creating action items for project team members to complete.	
May 2023-October 2023	Medical Scribe <i>Scribe America</i>	Detroit, MI
	<ul style="list-style-type: none">● Provided crucial support to healthcare professionals in real-time patient care documentation.● Authored meticulous and confidential patient medical records, ensuring full compliance with healthcare regulations.● Demonstrated exceptional attention to detail and adept multitasking skills in a fast-paced medical environment.	
November 2022-September 2023	Private English Teacher <i>Ringle Inc.</i>	Remote
	<ul style="list-style-type: none">● Delivered individualized and group tutoring sessions to students seeking to enhance their English language and writing proficiency.● Developed and executed customized curriculum tailored to each student's specific learning needs.	
	Administrative Assistant	

**September 2021-
January 2022**

Kinesiology Deans Office

- Efficiently managed office operations, including scheduling, correspondence, and inventory control.
- Proficiently organized meetings, revamped outdated filing systems, and coordinated events.

**The University of
Michigan**

ADDITIONAL

- **Skills:** JIRA, Confluence, Microsoft Office, Outlook

JONATHAN JOSEY

(313) 229-8914 | jonathan.josey@ciu.edu

EDUCATION

Columbia International University, Columbia, SC

Master of Divinity (May 2028)

Major: Care and Counseling Concentration

Central Michigan University, Mt. Pleasant, MI

Bachelor of Applied Arts, May 2021

Major: Communication

Minors: Recreation and Leadership

Other: Undergraduate Cultural Certificate in Cultural Competency

PROFICIENCIES

Microsoft Office: Word, Excel, PowerPoint, and Publisher

Adobe Creative Cloud: PDFs and Photoshop

Homestyler: An online application used for rendering 2D and 3D spaces for interior and exterior design.

HubSpot: An CRM platform

Jira: An online ticketing system for tracking and processing issues and requests

PROFESSIONAL EXPERIENCE

Michigan Health Information Network (MiHIN), Ann Arbor, MI (Remote) (Jan 2021 – Current)

Customer Engagement Intern (Aug 2023 – Current):

- Working on various projects to assist team leader with maintaining relationships with partnered businesses.

Michigan Help Desk Agents Intern (Jan 2021 – Aug. 2022):

- Handling technological queries regarding MiHIN, developing networking opportunities for other interns, and working with DEI.

Quicken Loans, Detroit, MI (May 2019 – Aug. 2019)

Client Experience Intern:

- Worked with Divisional Vice President, Leaders, and other interns to increase team member rapport and productivity.

The Yunion: Keys to Life Summer Camp, Detroit, MI (May 2018 – Aug. 2018)

Main Dietary Coordinator:

- Managed the receiving, recordkeeping, and distribution of delivery meals for children alongside other coordinators.

EVENT MANAGEMENT/GRAPHIC DESIGN EXPERIENCE

United States Association of Broadway Musical Composers (USABMC), Mt. Pleasant, MI (April 30th, 2019)

Request for Proposal (Meeting and Exposition Planning, Course):

- Main Graphic Designer: an hour-long *pseudo*-presentation to the USABMC to plan their 10th Annual Convention in New York.

Revival: The Comeback, Mt. Pleasant, MI (April 26th, 2019):

- A church event with musical worship, a speaker, and provided opportunities to connect with different campus organizations.

Can I Be Christian and..., Mt. Pleasant, MI (April 18th, 2019):

- Panel Discussion: diverse Christian leaders in the Central Michigan University community discussed Christianity.

Puppy Palooza, Mt. Pleasant, MI (April 8th, 2018):

- Graphic Designer for a family-friendly dog-fashion show.
-

CAMPUS INVOLVEMENT

Student Activities and Involvement, Mt. Pleasant, MI

IMPACT: Mentor (Aug. 2017 – May 2020):

- Mentoring new college students during and following this 3-day college matriculation program.

Peer Involvement Advisor (Aug. 2017 – Dec. 2017):

- Aided new students to be more informed in campus involvement by one-on-one meetings and class presentations.

InterVarsity Christian Fellowship, Collegiate, Black, and Christian, Mt. Pleasant, MI

Regular Member (Aug. 2016 – Dec. 2017), Co-leader: (Jan. 2017 – May 2020):

- Planning and leading Bible studies while promoting inclusion for minority students.

CMU Men's Basketball, Mt. Pleasant, MI (Nov. 2016 – Feb. 2017)

Marketing Team Member:

- Marketed to increase student and locals' attendance and participation and maintaining high audience energy.

JUSTIN BAILEY

770-238-8256 • Just.b3447@gmail.com • Conroe, TX • www.linkedin.com/in/justbailey

Cybersecurity Fundamentals | Network Security | Ethical Hacking | Incident Response

Network Security Engineer with a **Bachelor of Science in Applied Technology Cyber Security** and extensive experience in IT analysis, technical support, and cybersecurity. Possesses technical acumen in Cisco Networking, Microsoft OS, cloud maintenance, and advanced cyber defense management. Adept at enhancing network security through strategic IT solution deployments, including DNS and firewall management and incident response strategies, aligning with security-focused corporate missions. Proven abilities in infrastructure and database security practices, ensuring system functionality and compliance across multiple platforms like AWS and Azure. Demonstrates leadership in project management & technical training, building a secure & efficient IT environment.

NETWORK SECURITY SKILLS

Technical Training & Support • Strategic IT Solution Deployment • Cloud-Based Maintenance

DevNet Associate • Cisco Networking • Advanced Cyber Defense Management • Microsoft OS • Network Administration
Data Structures & Algorithms • Security Of Data & Applications • CCNA Routing & Switching • Applied Database Management
Infrastructure Security • AWS Maintenance • Azure Maintenance • Incident Response • Troubleshooting • Project Management
Client Relationship Management • DNS Configuration • Firewall Management • Data Integrity & Security • Security Strategies
Cybersecurity Fundamentals • Network Security • Database Maintenance • Ethical Hacking • System Analysis

NETWORK SECURITY HIGHLIGHTS

- ✓ **Advanced Cybersecurity Implementation:** Spearheaded network security enhancements, deploying strategic IT solutions that fortified cybersecurity & streamlined incident response, essential for maintaining system integrity.
 - ✓ **Comprehensive Infrastructure Security Management:** Led maintenance & troubleshooting of infrastructure across Microsoft OS and cloud-based environments (AWS and Azure), ensuring optimal data security compliance.
 - ✓ **Proactive Incident Response Coordination:** Developed and implemented comprehensive incident response strategies, drastically reducing system vulnerability, & enhancing ability to preemptively address security breaches.
 - ✓ **Expert Network Configuration and Support:** Managed multiple intricate DNS and firewall configurations, safeguarding network integrity and customer data against potential cyber threats and unauthorized access.
 - ✓ **Dynamic Project Leadership:** Demonstrated exceptional project management skills, orchestrating complex security projects that reinforced data and application security through meticulous planning and execution.
 - ✓ **Cisco Certified Networking Proficiency:** Utilized Cisco-certified skills in networking, routing, and switching to optimize network operations & enhance enterprise network security frameworks for large-scale IT environments.
 - ✓ **Effective Technical Training & Team Development:** Provided essential technical training and support, fostering a knowledgeable and security-conscious IT environment, while mentoring team members to advance tech skills.
-

PROFESSIONAL EXPERIENCE

CLOUD SITE RELIABILITY ENGINEER

INTEROPERABILITY INSTITUTE | CONROE, TX | JUNE 2024 –

- ENGINEERING COMPONENTS NECESSARY TO IMPLEMENT AND DEPLOY NEW SOFTWARE
- ANALYZE SYSTEM PERFORMANCE AND IDENTIFY BOTTLENECKS. OPTIMIZE APPLICATION AND SYSTEM PERFORMANCE THROUGH CAPACITY PLANNING, LOAD BALANCING, AND RESOURCE MANAGEMENT.
- IDENTIFY AREAS FOR IMPROVEMENT AND IMPLEMENT SOLUTIONS TO ENHANCE SYSTEM RELIABILITY, EFFICIENCY, AND SCALABILITY.
- EXPERTISE IN SYSTEM ADMINISTRATION, CLOUD PLATFORMS (AWS AND AZURE), CONTAINERIZATION (DOCKER), AND INFRASTRUCTURE AS CODE (TERRAFORM).

Technical Support Consultant

GoDaddy | Conroe, TX | March 2023 to November 2023

- Managed DNS settings and firewall configurations effectively resolved website issues using Windows software, & collaborated with management to achieve monthly team goals, enhancing operations, strategy, and communication.

- Delivered multi-channel tech support such as phone, email, live chat & clearly communicated complex procedures to customers, enhancing user understanding & problem resolution, optimizing satisfaction, support, & engagement.
- Maintained accurate logs of customer interactions, updated service databases regularly, and escalated technical issues to ensure departmental awareness and prompt resolution, improving response time, accuracy, reliability, & quality.

Sales Consultant

Victra Verizon | Conroe, TX | June 2022 to January 2023

- Oversaw confidential customer information and account safety, handled all store revenues during opening and closing shifts, and was responsible for daily deposits, enhancing security, accountability, and financial management.
- Assisted customers in selecting plans & devices suited to their needs & budget, delivered personalized service to max satisfaction, & trained new employees on store procedures & customer service to improve overall team performance.
- Provided expert knowledge on the latest telecom products and advancements, participated in weekly team meetings to strategize on sales targets, driving innovation, collaboration, goal achievement, and market responsiveness.

CERTIFICATIONS

Cisco Certification in Networking
Switching Routing and Enterprising Network

EDUCATION

Bachelor of Science in Applied Technology Cyber Security

Lone Star College – Conroe, TX – Expected May 2024

Coursework: Project Management Cybersecurity • Applied Database Management
Security of Data & Application • Data Structures & Algorithms

Associate of Science in Applied Technology Cyber Security

Lone Star College – Conroe, TX – December 2023

Coursework: IT Essentials, Intro to Computers • CCNA 1: Intro to Networks, CCNA – Switching, Routing
CCNA – Enterprise Networks • Fundamentals of Disaster Recovery • Security Strategies • Introduction to Databases,
Cybersecurity Fundamentals • Strategic Infrastructure Security • Ethical Hacker • DevNet Associate

LOUIS M SERAFIN IV

Midland, MI

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SUMMARY

With a background in programming iOS apps using JavaScript and Python, and a history of corrections and unauthorized hacking, the candidate boasts an expanding expertise in cybersecurity. This unique blend of experiences presents an unusual yet invaluable skill set. Roles as a Corrections Officer, combined with insights from hacking and app development, have cultivated advanced skills such as meticulous attention to detail and assertive decision-making. These talents are now channeled towards the protection of digital assets. A robust work ethic, paired with a dedication to confidentiality and integrity, highlights this individual's transformation from past indiscretions to a promising future in cybersecurity.

EDUCATION

University of Michigan Engineering Nexus
Cybersecurity Certificate

August 2023

Coursework: *Network security, Cyber Infrastructure technology, Ethical hacking, Digital forensics, and incident response, Python for Security, Linux for Security, Computer Networking, Microsoft Security, Cloud Security, and Internet of Things*

SKILLS and CERTIFICATIONS PROFILE

Certifications: CompTIA Security +

Expected Fall, 2024- Spring 2025

Operating systems: Windows operating system administration, Linux/Unix server administration, Virtualization software (VMware, VirtualBox) configuration. Cloud infrastructure management (AWS, Azure)

Networking: TCP/IP networking protocols, Network topology design and configuration, Firewall management and configuration, and VPN (Virtual Private Network) setup and management, VLANs, ACLs, RIP, Static Routing, subnetting, VTP, 802.1q, InterVLAN routing

Programming languages: Python, Linux, Windows Server

Tools: GitHub, Visual Studio, Microsoft Office Suite, Burp Suite, Splunk, Wireshark, Snort, Cisco Packet tracer, John the Ripper, Metasploit, Hash cat, Nmap, Air crack-ng, Pfsense, MSF Venom, Hydra

Security management: Risk assessment and management, Compliance with regulations and standards, and Access control and identity management

PROFESSIONAL PROJECTS

Cybersecurity Labs & Projects | University of Michigan Engineering Nexus

August 2022- August 2023

Ethical Hacking Final Project

Scope: Investigate Jessica's system (Metasploitable Box) and exploit it to get root permission access.

1. Open the password-protected .rar file using Brute-Force crack by the Rar2john tool. Use the discovered password to access the secret file, decrypt hashes via <https://hashes.com/en/decrypt/hash>, and record the cracked information. Use Apache service for a local web app and log in with the cracked credentials.
2. Read a webpage's source code to identify Base64-encoded hash values and decode them via <https://www.base64decode.net/>. Use netdiscover to scan the network and identify additional machines.
3. Use Nmap commands to detect open ports, save scan results as XML, and create remote connections via telnet. Utilize Metasploit for security vulnerability exploits, including searching for vulnerabilities, displaying exploit specifications via Msfconsole, and maintaining connection through /unix/misc/distcc_exec exploit.
4. Connect to the target using smbclient and keep the Samba exploit running. Examine processes with the command 'ps aux', and search for udev exploits via Metasploit.
5. Navigate and copy file 8572.c to the web server's directory, download the remote file using wget, and compile C code to a binary output file. Create and append to a run file. Start listening on a specified port using nc -lvp. Find udev's process ID, give execution permission to the compiled exploit, and run it. Determine the interacting user with the command 'whoami'.

<https://tome.app/louie-458/finalprojectlouismserafiniv-cljbsfj222485ny3ci8j8ikh1>

PROFESSIONAL EXPERIENCE

Cyber Security Analyst Apprentice

Michigan Health Information Network Shared Services (MiHIN)

March 18, 2024- Present

Remote, US

- Conducted software audits in Confluence, ensuring compliance and security standards.
- Wrote and executed AWS CloudShell scripts for cloud management and automation.
- Analyzed and remediated cloud events using Cloudticity to enhance security.
- Created and managed Jira tickets for infrastructure issues and tracked project progress.
- Led and executed a company-wide email phishing campaign, improving staff awareness and email security protocols.
- Enhanced user base management using Microsoft Entra in the 365 Admin Console to create a reliable source of truth.
- Exported Jira tickets to CSV and PDF formats for documentation and reporting purposes.

Freelance Bug Bounty Hunter

Hacker One

August 23, 2023- Present

Remote, US

- Collaborated with businesses on the Hacker One platform to bolster their digital security through vulnerability identification and reporting.
- Detected and documented a range of security vulnerabilities, some of critical severity.
- Engaged in private bug bounty programs, emphasizing discretion for sensitive tasks.
- Cultivated a strong reputation on the platform due to meticulous and professional vulnerability reports.
- Kept abreast of the latest security threats and methodologies to ensure up-to-date assessments.

Corrections Officer

Central Michigan Correctional Facility

May 2, 2022- June 14, 2023

St. Louis, Michigan

- Enforced rules and regulations in a prison, underscoring an understanding of policy adherence, analogous to implementing cybersecurity protocols.
- Handled confidential information about inmates and cases, illustrating an ability to manage sensitive data, a crucial aspect in cybersecurity roles.
- Resolved conflicts and deescalated situations, demonstrating problem-solving and crisis management skills, necessary for mitigating cybersecurity threats.
- Participated in regular training sessions and emergency drills, highlighting the capacity for continuous learning and preparedness, crucial in the evolving field of cybersecurity.

Crew Member

McDonalds

October 31, 2021- April 16, 2022

Midland, Michigan

- Assisted with daily operations in a high-paced environment, honing multitasking, and attention to detail, crucial for handling complex cybersecurity tasks.
- Handled sensitive information during cash transactions, demonstrating trustworthiness and aptitude for managing confidential data, key aspects in cybersecurity roles.
- Provided customer service and managed conflict resolution, highlighting strong communication and problem-solving skills, necessary for explaining technical issues and managing cybersecurity incidents.
- Demonstrated responsibility in adhering to regulations and updating skillset through training modules, reflecting an understanding of compliance and continuous learning essential in the dynamic field of cybersecurity.

Floor Employee

NCG Cinemas

March 1, 2019 - July 20, 2021

Midland, Michigan

- Controlled access to the theater by greeting, directing guests, and tearing tickets.
 - Monitored auditoriums for picture/sound quality, temperature, lighting, and guest behavior.
 - Enforced ratings to keep underage guests from accessing auditoriums with adult content.
 - Greeted guests, assemble food orders, operate point-of-sale terminals, and make accurate changes.
- Ensured that all production data and metrics are tracked via the Shotgun database and can be easily summarized daily to flag problem areas.

*References available upon request

MANORANJITHA PULIVARTHI

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WORK EXPERIENCE

Health Informatics Intern, Michigan Health Information Network Shared Services (MiHIN) June 2024 – Present

- Design, develop, and maintain interactive dashboards in Power BI from the payer perspective.
- Translate complex data sets into easy-to-understand visualizations and reports.
- Analyze ADT data to identify trends, patterns, and insights relevant to payers.
- Stay up to date with industry trends and best practices in data visualization and healthcare analytics.

Business Analyst Intern, Information Data Systems, Troy, MI January 2024 – June 2024

- Assisted in analyzing, planning, designing, documenting, and recommending enhancements to business processes to align with clients' technological objectives.
- Applied advanced Microsoft Excel skills and other analytical tools to conduct quantitative analyses and support data-driven decision-making.
- Built basic conceptual data and process models to facilitate clear communication.
- Collaborating with cross-functional teams to create solutions based on requirements.
- Created, executed, and analyzed basic test scenarios to ensure client requirements were accurately built into system designs.

Graduate Assistant, GVSU – Kirkhof College of Nursing (KCON), Grand Rapids, MI December 2023 – May 2024

- Developed and managed literature repositories for our practice partners. Conducted literature searches and collaboratively developed an evidence-based systematic review of literature for certain identified topics.
- Event planning, Website management and Content creation.
- Helped the lead researcher with qualitative study data analysis.
- Assisted with the planning and delivery of interdisciplinary educational conferences and webinars of health issues in collaboration with other colleges at GVSU.

Healthcare Analyst, Lead Clinics, Vijayawada, India September 2021 – June 2022

- Played a vital role in improving the quality of patient care, optimizing healthcare operations, and supporting evidence-based decision-making in the clinic.
- Gathered and aggregated data from EHRs, claims data, patient surveys.
- Performed data cleaning and detailed analysis of medical records to support evidence-based decision-making.
- Ensured consistency, accuracy, and integrity across all assigned data systems.

Clinical Pharmacist, Dr. Srikanth's Diabetes Centre, Vijayawada, India October 2020 – August 2021

- Interacted with patients to record their health conditions in EHR and played an important role in identifying the drug-drug interactions, drug duplications and counselling the patient regarding drugs and disease.
- Developed and provided patients with complete diet charts.

EDUCATION

Master of Science, Health and Bioinformatics, Grand Valley State University, Grand Rapids, MI December 2024

Doctor of Pharmacy, K.V.S.R Siddhartha College of Pharmaceutical Sciences, Vijayawada, India October 2021

ACADEMIC PROJECTS

Diabetes Prediction Using Machine Learning and Deep Learning

Cleaned, transformed, and analyzed the data. Developed an ML and DL model that accurately predicts diabetes using Python and ML algorithms.

Visualization of US Health Insurance Plan Using Power BI and Tableau

Examined, cleaned, transformed, analyzed, and visualized the data to reveal the major trends and patterns in the healthcare sector using Python, Tableau and Power BI.

SKILLS

R, Python, SQL, SAS, Tableau, Power BI, matplotlib, hypothesis testing, data validation, data transformation, data warehousing, database management, data mining, data modeling, statistical analysis, HIPAA, Machine Learning, JIRA, CRM, EHRs, Hadoop, Confluence, HubSpot, DevOps, clinical data management, Microsoft Office Suite, documentation, business process analysis, analytical thinking, problem-solving, team collaboration, adaptability,

attention to detail, organizational skills, critical thinking, curiosity, time management, self-motivation, presentation skills

Morgan Hubert

INTELLIGENCE ANALYST | SECURITY ANALYST

586.859.9378

MorgHube@gmail.com

Linkedin.com/in/morgankh/

PROFILE

Current Cybersecurity master's student at NYU with a robust foundation in information security, earned through a bachelor's degree from Purdue University. Adept at conducting penetration tests, researching emerging cyber threats, and developing automation scripts. Committed to leveraging academic insights and practical skills to contribute to innovative security solutions and advance organizational cybersecurity resilience.

EDUCATION

MS, Cybersecurity | 2026
NEW YORK UNIVERSITY

BS, Cybersecurity | 2023
PURDUE UNIVERSITY

High School Diploma | 2019
ACADEMY OF THE SACRED HEART

SKILLS | PROFESSIONAL

- Highly Organized
- Time Management
- Problem Solving
- Adaptable
- Customer Service
- Team Leadership
- Project Management
- Report Writing
- Interpersonal Communication

CERTIFICATIONS

Offsec | In Progress
OFFENSIVE SECURITY CERTIFIED PROFESSIONAL (OSCP)

Burp Suite | In Progress
BURP SUITE CERTIFIED PRACTITIONER

WORK EXPERIENCE

Michigan Health Information Network | *Mar 2024 - Present*

SECURITY ANALYST APPRENTICE

- Developed a comprehensive ransomware tabletop exercise, delivered to diverse company personnel
- Engineered python scripts to automate tasks and enhance operational efficiency
- Led phishing campaign execution and strategy development
- Established post-campaign procedures for analysis and mitigation
- Contributed to the resolution of security tickets, ensuring the timely completion of tasks
- Authored comprehensive reports detailing the identification and mitigation strategies for newly discovered vulnerabilities

DarkTower | *Jan 2024 - Present*

THREAT INTELLIGENCE ANALYST

- Leveraged OSINT methodologies to procure actionable intelligence for strategic decision-making
- Monitored and analyzed dark web ransomware forums
- Generated comprehensive reports based on gathered intelligence and effectively communicated insights to clients in engaging meetings, facilitating informed decision-making
- Managed and responded to RFIs to provide critical threat intelligence, ensuring timely and accurate information delivery
- Investigated and analyzed intelligence related to financial crimes for a Fortune 100 financial institution, presenting findings to stakeholders in meetings to support risk mitigation strategies

Universal Logistics Holdings | *Jul 2023 - Dec 2023*

RED TEAM OPERATOR INTERN

- Conducted controlled social engineering tests to evaluate organizational awareness and response to phishing and other manipulation tactics
- Employed specialized tools and methodologies to simulate attacks and assess the resilience of Active Directory infrastructure
- Contributed to the creation of scripts to automate repetitive tasks, improving efficiency in security operations
- Conducted comprehensive research on new and current cyber threats
- Assisted in the preparation of quarterly reports for the CEO by providing insights and analysis related to red team activities and security assessments

Purdue University | *Jan 2022 - May 2023*

CIT UNDERGRADUATE TEACHING ASSISTANTSHIP

Supported the CNIT 272 course, which focuses on relational database concepts such as data design, modeling, and normalization, and utilizes SQL for database operations.

- Evaluated and graded an average of 150 exams, papers, and lab assignments per term
- Designed and curated quizzes to facilitate student makeup work for missed lectures
- Coordinated and scheduled makeup sessions for students, ensuring timely resolution of requests
- Managed and recorded student attendance to track participation and engagement
- Worked collaboratively with the Professor and fellow TAs to address and resolve student concerns

MOLLY M. GLASS

Oxford, Michigan

(248) 210-8117 | mollyneeson@yahoo.com

OBJECTIVE:

With 9+ years of healthcare experience, I have gained valuable practical knowledge of the healthcare field for the purposes of direct patient care. With this I have attained many skills including organization, critical thinking, adaptability and many more that will continue to benefit me in the future. It is with this practical knowledge that has led me to pursue a career in information management, I am eager to expand my knowledge of the healthcare industry from a new perspective and build upon my technical skills.

EDUCATION:

Davenport University, Grand Rapids, MI

Winter 2022-Fall 2024

Master of Science in Health Informatics & Information Management

GPA: 3.94

Related Coursework: Database Design, Information Security and Assurance, Essentials of Business Analytics, Data Visualizations and Communication, Information Security Planning

Oakland University, Rochester, MI

Winter 2015-Fall 2019

Bachelor of Science in Health Sciences

PROFESSIONAL EXPERIENCE:

The Interoperability Institute (MiHIN)

Lansing, MI

Health IT Account Management Intern

3/2024 - 12/2024

- Assist in efforts to create best practices when entering patient information in order to promote successful health information exchange and better patient matching
- Support effective and efficient MiHIN business operations and internal workflows
- Work alongside multiple disciplines in order to move towards a common business goal
- Became comfortable working with internal business systems such as Customer Relations Management (CRM) system, NetSuite, Jira, and Confluence
- Became familiar with health information exchange and the broader healthcare business and industry trends
- Updated technical file specifications for health information exchange use cases, facilitating seamless data integration and enhancing interoperability across healthcare systems
- Developed a thorough understanding of NCQA HEDIS measures and reporting requirements, enhancing the ability to effectively analyze and improve healthcare quality measures

Plastic & Reconstructive Surgery

Troy, MI

Medical Office Assistant

10/2020 - Present

- Schedule, manage, and organize the daily patient schedule, an average of 25-30 patients per day, through the use of an Electronic Medical Record system
- Facilitate communications between patients and the provider. This includes answering medical questions, requesting prescription refills and imaging orders, and assisting in communications
- Counsel routine patient problems through the use of professionalism, compassion, and empathy
- Assist provider with organizing their professional schedule, external communications among colleagues and facilities, and maintaining all professional and regulated licensures
- Utilize an online surgical scheduling system and collaborate with hospital surgical boarding department to ensure no disruption in patient care or scheduling conflicts
- Designed and implemented systems, through the use of current technical skills, to improve efficiency among office procedures

Unasource Surgery Center

Troy, MI

- Gather supplies and instrumentation for all surgical procedures. Facility consisted of 5 operating rooms catering to multiple disciplines, and averaged more than 25 procedures a day
- Collaborated with a multidisciplinary team to ensure supplies, instrumentation, and equipment were available for each procedure and communicated to the relevant team if an issue was identified
- Had the opportunity to assist in other departments within the facility, including surgical scheduling, medical records, materials, billing, data entry, and pre/post operative care. This provided a well rounded and unique perspective into the many facets of healthcare

TECHNICAL SKILLS:

- Proficient in Microsoft Word, Microsoft Powerpoint, Google Applications, and Outlook
- Proficient in multiple Electronic Medical Record systems including EMedical Notes, EPIC, and HST
- Some experience with Microsoft Excel, RStudio and Tableau

ONKAR PATOLE

Binghamton, NY | (607)-296-8389 | opatole@binghamton.edu | www.linkedin.com/in/onkarpatole

EDUCATION:

Binghamton University, State University of New York

Master of Science in Computer Science

Expected: May 2025

Savitribai Phule Pune University

Bachelor of Engineering in Electronics & Telecommunication

June 2021

TECHNICAL SKILLS:

Programming Languages: Python, Spark, Scala, Java, C

Tools & Technology: Docker, Kubernetes, Terraform, Micro-services, Tableau, Power BI, Microsoft Excel, Apache Airflow

Web Application Tools: JavaScript, HTML, CSS, Django, React.js, TypeScript, Node.js, Express.js

Database: MySQL, MongoDB, DynamoDB

Cloud: AWS - IAM, EMR, EC2, Redshift, Lambda, Kinesis, Glue, Athena, S3, DMS, QuickSight, CloudFormation

CERTIFICATIONS:

- AWS Certified Cloud Practitioner (CLF-C02)
- AWS Certified Data Engineer - Associate (DEA-C01)
- AWS Certified Solutions Architect - Associate (SAA-C03)

WORK EXPERIENCE:

MiHIN, Cloud Site Reliability Engineer Intern | Michigan, USA

June 2022 – Present

- Collaborate with **development**, **QA**, and **security** teams to implement **cloud solutions** using **Terraform** and the **Serverless Framework** for the healthcare data of patients, enhancing **system reliability** and reducing deployment times
- Ensure optimal performance by designing and developing cloud-based solutions based on client requirements, performing regular maintenance, and troubleshooting **cloud systems**
- Contribute to the development of **CloudFormation stack**, **automated scripts**, and tools for managing **cloud infrastructure**, and implement proactive security protocols, successfully reducing security incidents

LTIMindtree, Software Engineer | Pune, India

January 2022 – August 2023

- Developed and executed an **ETL data pipeline** on **AWS** with a team of developers, transforming and **modeling data**, optimizing storage, and managing the entire process; reduced data processing time by 35% and improved overall data quality by 20%
- Built the design and execution of database migration strategies using **AWS DMS**, successfully handling over 100 terabytes of data and achieving a 40% increase in database performance
- Worked within an **agile scrum** team, contributing to 100% continuous improvement and deployment (**CI/CD**)
- Documented the **data engineering** processes, workflows, and architectural designs for future reference and knowledge sharing in an **S3** bucket by enabling an S3 lifecycle policy

BRISTLECONE, Associate Consultant | Pune, India

August 2021 – November 2021

- Collaborated with **Data Analyst** team to develop 15+ interactive dashboards and visualizations using **Power BI**; improved data-driven decision-making and reporting processes
- Leveraged **advanced Excel** techniques such as data modeling, macros, and conditional formatting to enhance data accuracy and streamline reporting workflows

ZENTURE IT SOLUTIONS, Software Engineer Intern | Pune, India

March 2021 – August 2021

- Designed and delivered secure, scalable software solutions for netbanking applications based on technical requirements using the **Django framework** in Python, achieving a 30% increase in system stability and a 25% reduction in server load
- Followed coding standards and assured quality by performing unit testing using the Django testing framework and libraries such as **pytest** and **unittest**
- Responsible for programming, testing, and implementation of **REST APIs** in microservices using Django REST Framework (DRF)

PROJECTS:

MERN Finance Dashboard

April 2023 – June 2024

- Developed an interactive finance **dashboard** using **TypeScript**, **Redux** Toolkit, **Material UI**, and **Recharts** technologies; significantly enhanced user experience and analytical capabilities, resulting in 20% boost in user retention
- Designed a back-end system with Node.js, Express.js, and MongoDB, achieving a 15% increase in API performance efficiency. Integrated **Material UI** and **Recharts** for intuitive UI and precise data visualization, enhancing user engagement
- Utilizing **machine learning**, specifically **linear regression**, to enhance the dashboard with predictive analytics capabilities for informed financial decision-making

TravelStream Insights

December 2023 – February 2024

- Implemented a real-time streaming **data engineering** project using **Kafka** for data ingestion and **Spark** for distributed processing, resulting in a 45% increase in customer engagement metrics for travel journeys
- Engineered a resilient data pipeline encompassing GPS geolocation, meteorological conditions, real-time traffic updates, and emergency event detection, ensuring continuous and efficient data flow for comprehensive analysis
- Orchestrated deployment of **Dockerized Kafka** and **Spark clusters**, integrated with Amazon **S3** for scalable data storage, **AWS Lambda**, and **QuickSight** for dashboard creation, enhancing data visualization and analysis

ORSON VILLANUEVA

(He/Him/His)

About Me

A bilingual (Spanish/English) professional with experience in customer engagement and success.

Achievements

- Onboarded an average of 20 healthcare facilities on Electronic Public Health Immunization submission.
- Supervised a team of 15 people in the COVID-19 response project, overseeing their development, performance, and coaching.

Skills & Knowledge

- Salesforce, Tableau, Jira, Confluence
- SQL, R
- Zendesk (support, chat, call), AWS
- Spanish (Native)

Certifications

Completed all **Google Data Analytics Certificates** modules, which covered SQL, R programming language, advanced spreadsheets, and data visualization.

Contact

orson.laurente2@gmail.com

814-699-1413

<https://www.linkedin.com/in/orson-villanueva/>

Experience

Customer Engagement Intern
INTEROPERABILITY INSTITUTE
Remote (Jul 2023 - current)

- Initiate onboarding for healthcare facilities
- Follow up on onboarding documentation
- Coordinate with all parties for electronic health report projects

Customer Experience Supervisor
PENNSYLVANIA DEPARTMENT OF HEALTH
Remote (Aug 2021 - Jan 2023)

- Managed schedules and time off requests
- Analyzed datasets to improve onboarding
- Resolved an average of five escalations a day

Customer Experience Team Lead
PENNSYLVANIA DEPARTMENT OF HEALTH
Remote (Aug 2020 - Jun 2021)

- Handled an average of 20 inbound calls
- Trained 20 junior contact tracers
- Coordinated with vaccine providers

Education

Valley City State University
B.S. in Communication
2024

- HIPAA Compliance certified
- Currently taking an Agile certification

PRECIOUS BOATENG

+1(475)3552436| preboat@gmail.com| Connecticut, USA

PROFESSIONAL SUMMARY

Experienced business professional with Masters in Business Analytics seeking Business roles. In-depth knowledge in both qualitative and quantitative research using statistical methods and techniques.

EDUCATION

Masters in Business Analytics Iowa State University	Expected Graduation Jul 2024
BSc. Administration (Accounting) University of Ghana Business School (UGBS), Legon	Aug 2005- May 2009
Diploma in Statistics Institute of Statistical, Social and Economic Research (ISSER), University of Ghana, Legon	2010

SKILLS

IT Skills: Python, RStudio, PowerBI, SQL
Application Software: SPSS, Microsoft Office Suite, QuickBooks, JIRA
Soft Skills: Problem Solving, Communication skills

PROFESSIONAL EXPERIENCE

Interoperability Institute, US, Enterprise Software Intern	Oct 2023 - Date
<ul style="list-style-type: none">Assisted with the deployment of the company's HRIS system.Offer support in resolving issues within the HRIS system, including adjustments and fixing errorsManage the JIRA ticketing system by addressing service requests and keeping tickets updated with current statusOrganize and schedule meetings, including assistance with planning and preparationTake, organize, and keep track of meeting notes and follow-up actions.Support on various special projects such as documenting and communicating business requirements, facilitating discovery calls, and presenting summary of findings to leadership.Create reports and use pivot tables for data analysis.Implement process enhancements for timekeeping and error tracking, achieving a significant reduction of timekeeping errors by 49% within a three-month span.Update the Standard Operating Procedures (SOPs) for timekeepingCreate posts for the source and confluence platforms regarding employee training and guidelines of the HRIS system.	
Foresight Consult, Manchester UK, Consultant	Nov 2020 – Dec 2022
<ul style="list-style-type: none">Leveraged Excel and forecasted analysis for business developmentCreated Dashboards & Time-series charts and presented to company stakeholders to build strategiesCollaborated with customers, CEO, Managers, and software development team to build Marketing business strategies.Performed profitability analysis by recording monthly revenues, expenses, and activity levels for strategic decision-makingAnalyzed monthly results against forecast/budget and implemented cost control measures for departments.Ensured compliance with local GAAP (Generally Accepted Accounting Principles) and company internal procedures.Reviewed, investigated, and made corrections to errors and inconsistencies in financial reportsSupported external and internal audit work by requirements gathering to facilitate timely completion of audit and business processes.	
Image Ad Ghana Software Limited, Finance and Admin Manager	Oct 2013 – Aug 2020
<ul style="list-style-type: none">Managed a \$480K grant project and prepared variance analysis, financial, and other narrative reports to donor organizations.Performed monthly bank reconciliations, recorded daily cash activityRecord keeping and documentation using accounting softwareDeveloped the Finance and HR policy manual for the company as it was a start-up	

- Performed monthly Payroll reconciliation
- Writing and reviewing contracts documents and supporting documents
- Managing all aspects of HR (Recruiting, interviewing, salary negotiations, etc.)

Business Development/Customer Service

- Analyzed, prepared, and presented Baseline reports, evaluation reports.
- Undertook market surveys and documenting and analyzing data collected from the field
- Performed research and analysis using the SPSS software
- Supported the development of business plans and feasibility reports for a marked project.
- Evaluated cost variances for a variety of projects and made appropriate recommendations.
- Prepared power point presentations of research findings and their impact on business.
- Facilitated various training programs
- Wrote winning technical and financial proposals (won over 75% of proposals written for the company)
- Pitched various software to clients through presentations (online/face-to-face)

Sync Consult Limited, Ghana

Sept 2009-Sept 2013

Business Analyst

- Made presentations on various reports (baseline reports, evaluation reports etc.) to stakeholders
- Technical & Financial proposal writing for tender bidding on projects
- Requirements gathering and documentation as well as analyzing data
- Performed research and analysis using the SPSS software
- Supported in the development of business plans and feasibility reports for marked projects.
- Evaluated costs variances for a variety of projects and made appropriate recommendations.
- Prepared power point presentations of research findings and their impact on business.
- Facilitated various training programs by the company
- Performed research and analysis to build business development strategies

ACADEMIC PROJECTS

Machine Learning & NLP with Airbnb for Venice, Veneto, Italy using Python

- Undertook data processing and exploration, clustering analysis, sentiment analysis and regression and clustering analysis on Airbnb data. Used various graphs and pictorial representations of the data, including histograms, bar charts, word cloud for NLP (Natural Language Processing)
- The analysis provided an understanding on the overall customer experience and sentiments of Airbnb customers (host and guests)

Predicting The Amazon Price on Lego Set using RStudio

- Predicted the selling price of Amazon's Lego set using the linear regression model making transformations where necessary.
- Utilized diagnostic tools including leverage, standardized residual, and Cook's Distance to expertly identify any outliers and influential data points that may have affected the overall analysis.

Analyzing College Scorecard Dataset from the US Department of Education

- Data cleaning and exploration to determine missing values, duplicates, rename columns to enable dot notations and normalization of the dataset. Generated visual aids such as histograms, pie charts, and line graphs
- Classification analysis using features such as SAT scores, admission rates, and tuition rates as being sufficient indicators of a college's classification to be private or public.

Data manipulation and visualization of US natural disasters data from NOAA using Rstudio

- Utilizing a variety of visualization tools to display diverse weather conditions, patterns, and trends in the United States, providing a comprehensive understanding of weather phenomena.
- Analyzing the leading causes of weather-related injuries, casualties, and damages, and providing actionable recommendations to mitigate these conditions.
- Creating interactive and engaging data visualizations, such as maps, histograms, scatterplots, and more, using **Shiny apps** and integrating interactivity using **ggplotly**.

Data manipulation and visualization of US weather disasters data from NOAA using Rstudio

- Utilizing a variety of visualization tools to display diverse weather conditions, patterns, and trends in the United States, providing a comprehensive understanding of weather phenomena.
- Analyzing the leading causes of weather-related injuries, casualties, and damages, and providing actionable recommendations to mitigate these conditions.
- Creating interactive and engaging data visualizations, such as maps, histograms, scatterplots, and more, using **Shiny apps** and integrating interactivity using **ggplotly**.

Assessing prison intervention programs: A case study of the Iowa department of corrections using Python

- Combined four distinct data files and prepared them for analysis. This preparation involved identifying and removing duplicates, outliers, and missing values, as well as adding new columns, renaming existing ones, and modifying data types as required.
- Created a range of visualizations to uncover insights from different program interventions, evaluating their effectiveness in addressing various offenses.
- Built several classification models aimed at predicting recidivism. This included creating dummy variables and applying various feature selection techniques to identify the most predictive variables for recidivism.

RONALD CHIJOKE NWOKOCHA

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PROFESSIONAL SUMMARY

Professional Certified Scrum Master with over 5 years of experience leading and coaching Agile development teams. Skilled in facilitating Agile ceremonies, promoting teamwork, and collaboration for continuous improvement. Strong communicator and problem-solver with a passion for helping teams deliver high-quality products. Ensures the integrity of the agile process by capturing velocity and removing impediments to drive projects to a successful release. Servant leader well-versed in coordinating fast-paced, versatile, and evolving projects with teams.

SKILLS

- Agile Methodologies: Scrum, Kanban
- Process Continuous Improvement
- Sprint planning and Meeting Facilitation
- Servant Leadership and coaching
- Risk Management
- Requirement Analysis
- Scaled Agile Framework
- Agile Tools: JIRA, Azure DevOps
- Microsoft office and excel

EXPERIENCE

SEPTEMBER 2023-TILL DATE

Intern, Agile Scrum Master

Interoperability Institute; East Lansing, Michigan

- As a servant leader, I led an Agile development wizard squad of up to 9 members to deliver high-quality Software products on time and within budget for our clients Njihin and Mihin
- Facilitated daily stand-up meetings, sprint planning, sprint review, and retrospective meetings for ITP projects.
- Fostered a culture of transparency, open communication, and continuous improvement to promote team collaboration and delivery of quality products.
- Worked with the Product Owner to ensure the product backlog is appropriately prioritized and refined for the Ecms, SDOH, and migration of the population health scaffolding to smile CDR.
- Utilized Jira to track and effectively communicate team velocity, burn down charts, and sprint/release progress to the team.
- Helped teams identify and mitigate risks, blockers, impediments, and dependencies that could have been spiked, to ensure the smooth and uninterrupted progress of the sprints.

- While working on the Filtered care team for protected relationships, a feature for the ACRS product, I Utilized JIRA, SharePoint, Excel, confluence, Microsoft Teams, and PowerPoint to manage the project from planning to release.
- Collaborated with the scrum team to develop user stories and story points using planning poker.

AUGUST 2020-AUGUST 2022

Scrum Master

Vogue IT | Cambridgeshire, England, United Kingdom

- Facilitated Agile ceremonies, including sprint planning, daily stand-up, sprint review, and retrospective meetings.
- Helped the team to achieve high-quality product development, on-time delivery, and continuous improvement by promoting teamwork and collaboration.
- Worked closely with the Product Owner to ensure product backlog is appropriately prioritized and refined.
- Providing support to the team using a servant leadership style.
- Identifying and removing impediments for the team.
- Promoting an empowering and self-organizing team by shielding the team from outside influences to establish a trusting and safe environment for raising problems and defining solutions.
- Guiding scrum teams in establishing normalized estimation.
- Used empirical data to help the team(s) assess their scrum maturity, optimize scrum team velocity to organizational KPIs, and identify improvement opportunities to achieve higher levels of team performance.
- Proactively removed impediments to team agility and guided the team(s) on methods to escalate when needed to prevent challenges from becoming blockers.
- Partnered with the product owner to ensure the continuous refinement of backlog, and those sprint goals are understood by the team(s).

JUNE 2017-DECEMBER 2019

Business Analyst Intern

Real-Time Global Services| Lagos, Nigeria

- Prepared analytical reports and created databases to store data
- Used different data extraction tools to make meaning out of a given business plan
- Collaborated with the senior analyst in giving out clients the most sorted data values
- Hands-on learning practice on the use of advanced Microsoft Excel, SQL, Power BI, SSID for data modeling, and all other assisting tools
- Transformed manufacturing and supply chain data for business intelligence reporting and data visualization

EDUCATION

MBA - Business Administration

August 2024

University of Michigan, Flint, Michigan

Modules: Applied Business Analytics, Database Management, Information Systems, Accounting for Management, and Business Economics

Master of Science (M.S - Computer Engineering

October 2021

University Of Essex, Colchester, Essex, United Kingdom

Key Modules: Data Science and Decision making, Embedded Systems, Electronic Systems, Neural Networks, Literature Search, and Capstone model (Building railway systems using fiber Optics)

Bachelor of Engineering - Communication Engineering

August 2018

Federal University of Technology, Owerri

INTERESTS

Interests and Hobbies: Reading Databased articles and Avid reader of magazines related to engineering, business, Project management, and Data Analysis.

SRIRAM BATCHU

Email: sbatchu54@outlook.com

Phone No. 443-440-0827

Intro:

A highly skilled and motivated Information/Cyber Security professional, experienced in working on Cyber Threat Intelligence (CTI), Governance Risk & Compliance (GRC) along with Cyber Strategy & Programs. In CTI I have identify suspicious domains through tools such as Feedly and VirusTotal, also developed Dragos reports based on the suspicious domains which were discovered. In GRC I reviewed SOPs, cyber policies and, observed what impact they have in terms of security. In Cyber Strategy & Programs, I contributed to the development of a CSMA architecture for Amtrak Cybersecurity Operations. I have ability to learn fast, execute, implement, and maintain efficiency and effectiveness in any opportunity.

TECHNICAL SKILLS:

Hardware	48-Port Ethernet L3 switches, PCs, Routers
Operating Systems	Windows Professional, Windows Server, MacOS, Linux
Programming	Java, JavaScript, Python
Web Development	HTML, CSS
Databases	SQL, PLSQL, NoSQL, Oracle SQL Developer, SQL Server , KQL, AWS
Networking	Configuring switches/routers, Wireshark, TCP/IP
Software	Microsoft Office, Processing, Eclipse, jGrasp, SharePoint, VMWare
Project Management tools	GitHub, MS Teams, Confluence, JIRA, SDLC, Agile
Cybersecurity tools	VirusTotal, Dragos, Feedly, Sentinel, Microsoft Defender, Windows Command Line, Linux Command Line Interface, Suricata, Splunk Cloud, CrowdStrike
Cybersecurity Frameworks	NIST, MITRE ATT&CK, CIS

WORK EXPERIENCE:

Michigan Health Information Network Shared Services

East Lansing, MI March 2024 - Present

Security Analyst Apprentice

- Analyzed AWS CloudWatch security alarms to identify and remove obsolete alarms not linked to functions, databases, or instances.
- Utilized Microsoft Defender's Automated Investigation and Response (AIR) email analysis tool to address and resolve Jira tickets related to phishing and spam emails.
- Audited all the organizations security groups in AWS EC2 to determine if groups without network interface or instance need to be removed from the database.
- Leveraged CrowdStrike to identify and block unauthorized applications throughout company endpoint devices.
- Composed an article on Confluence about how to move applications into Indicator of Compromise (IOC) within CrowdStrike.
- Communicated with security analysts for managing application blocklist tickets coming from CrowdStrike within Jira.
- Collaborated with the security and infrastructure team in writing a Bring Your Own Device (BYOD) policy and procedures document.

Amtrak

Washington D.C. September 2022 – January 2024

Cybersecurity Analyst/Intern

- Identified suspicious domains and contributed to writing weekly Dragos reports on domain impersonation.
- Analyzed and assisted in revising cybersecurity policies and developing new Standard Operating Procedures for GRC.
- Developed knowledgebases on Amtrak provided endpoint devices and how the devices should be deployed.
- Contributed to the development of a Cyber Security Mesh (CSMA) Architecture which allowed me to refine my understanding of NIST policies, Cybersecurity Framework (CSF) and ZTA.
- Communicated with project managers and developed functional requirements and use cases for projects.
- Involved in designing a database to help keep track of new interns coming into the cybersecurity intern program.
- Developed a SharePoint site which allows users to find the definition for key cybersecurity terms.
- Guided users to resolve issues with Microsoft Outlook and Teams on their device and communicated with the users through Service Now.
- Created an architecture which mapped the organization's cybersecurity capabilities to the NIST CSF 1.1 and 2.0 Frameworks.
- Conducted resume evaluation and candidate assessment for project managers.
- Developed new detection rules with KQL queries in Sentinel.
- Designed an architecture which demonstrates how insider threats are detected and apprehended within an organization.

UMBC

Catonsville, MD June 2021 – September 2022

Desktop Student Support Technician

- Reinstalled and reimaged Windows using SCCM and MacOS on laptops and desktop systems.

- Collaborated with colleagues to resolve hardware and software issues across campus computers.
- Provided technical support to professors and staff for their computer related issues.

Structured Systems Analysis and Design: *Boston House Price Predictor Project* Spring 2023

- Designed a web application with team members which would predict the price of houses in the Boston area.

Database Application Development *Restaurant Database Project* Fall 2022

- Created a database for storing inventory of multiple restaurants using SQL and PLSQL.

Introduction to Database and Design: *SQL Database Project* Spring 2022

- Developed a database with team members using SQL programming language to improve inventory management for a given business problem.

LICENSES AND CERTIFICATIONS:

Google Cybersecurity Certificate (Issued February 2024)

CompTIA Security Plus (Issued October 2023)

CompTIA IT Fundamentals Plus (Issued February 2020)

EDUCATION:

University of Maryland, Baltimore County Baltimore, MD

Bachelor of Science, Information Systems

Graduation: December 2023

EXTRACURRICULARS:

Information Systems Security Association, UMBC.

VP of Communications.

Fall 2023

UTHARA RAM

utharam@umich.edu | 630-346-7231 | www.linkedin.com/in/utharam/

EDUCATION

University Of Michigan, Ann Arbor, MI

Expected May 2025

Master of Health Informatics

GPA: 4/4

Bharathiar University, Coimbatore, India

Aug 2020 - Aug 2022

Integrated Master's (BS-MS) in Healthcare and Life Sciences, Public Health

GPA: 3.75/4

SKILLS

Technical: HIPAA, FHIR HL7, Natural Language Processing (NLP), Clinical Informatics, Hospital Information System, Healthcare Data Management, Biostatistics, Business Analytics, and Intelligence, Medical Terminologies, Bioinformatics

Tools: Advanced Excel, SQL, Python, R Studio, Power BI, Tableau, IBM SPSS, HTML, JIRA

WORK EXPERIENCE

MiHIVE

June 2024 – Present

Health Informatics Intern

Michigan

- Utilized FHIR resources in JSON format to generate diverse synthetic patient records, enhancing practical learning and EHR software training for students.
- Led a workshop for students, faculty, and industry experts to gather feedback, familiarize participants with FHIR study material, and engage with Meld, an open-source healthcare sandbox with synthetic data for safe application development.
- Collaborated with the Data Sets IRWG team to create classroom-ready materials and open-source datasets for health IT data and analytics education by annotating datasets with metadata and identifying potential data analytics tasks.

Obstetrics Initiative - Michigan Medicine

June 2024 – Present

Research Assistant

Michigan

- Conducted abstract screening, full-text review, extraction and refined criteria for the NTSV population, now enhancing dataset relevance to assess how risk adjustment impacts cesarean performance and identify influencing factors among NTSV patients.
- Developed a streamlined screening process with a preliminary review of 200 papers, provided instructions via Google spreadsheet and Covidence, and coordinated full-text review with consensus-based extraction

Medical Intelligence and Language Engineering Lab, IISc

Dec 2020 – Nov 2021

Data Analyst Research Intern

Bangalore, India

- Conducted Linear Discriminant Analysis (LDA) using machine learning to classify neural states during meditation and applied 10-fold cross-validation for intra-subjects, setting a new benchmark for EEG-based neural state classification.
- Achieved 97.9% intra-subject accuracy by classifying meditative state from resting state using Electroencephalography (EEG) data during yoga meditation, employing TR-CSP for feature extraction and LDA for classification.

WONDER Healthcare Solutions

June 2017 – Present

Data Analyst

Coimbatore, India

- Integrated EHR data into Wonder App to allow real-time access to patient health, which improved key health monitoring of vital parameters thereby contributing to maternal mortality reduction efforts.
 - Successfully deployed the WONDER application in rural clinics to improve early diagnosis and intervention for high-risk pregnancies, achieving a 95% adoption rate thereby decreasing maternal complications.
 - Created a data-driven decision-making model using SQL and Python to identify high-risk patients in real-time from a dataset of 65,000 patients, resulting in a remarkable 5% increase in the patient risk identification rate.
 - Built ETL pipelines to ingest medical data into Azure Cloud and created a highly functional PowerBI dashboard which provides real-time visibility for making informed healthcare decisions.
 - Analyzed e-BC (Electronic Birthing Centers) patient data to implement a clinical decision support system that produced an 8% boost in risk identification, 24.9% rise in completed antenatal visits leading to a 92% reduction in eclampsia cases.
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PROJECTS

Automatic Stroke Prediction

December 2023

- Created a predictive machine learning model with EHR data using python to accurately identify individuals with a history of stroke demonstrating 96.5% accuracy, 94.9% recall, 97.9% precision, and a 96.4% F1 score.