

Cali Zuk

📍 Washington, D.C.
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Skills

Technical Skills

Powershell, Computer Hardware Repair, Microsoft 365 Administration, Google Workspace Administration, Mobile Device Repair, Jamf Administration, macOS Administration, Bash, IT Inventory Management

Soft Skills

User-support, Editing, Cross-functional communication, Technical Writing, Project Management

Certifications

Security+
CompTIA
November 2022

Network+
CompTIA
October 2023

Notary Public
Commonwealth of Virginia
January 2024

I am a determined cybersecurity student with a proven track record in the IT profession. I'm a fast learner and strong multi-tasker, whether it's handling basic IT support tickets and clearing L1 queues, responding to complex cybersecurity incidents, or creating comprehensive documentation.

Experience

Consumer Direct Care Network of Virginia 10/2023 – Present
Family Caregiver Fairfax, VA

Provided around the clock care for a terminally ill family member. Addressed patient needs promptly which included organizing and cleaning the patient's personal space for comfort, keeping detailed medical records and notes, and preparing and notarizing legal documents. Advocated for the patient when interacting with medical and legal authorities.

Invario Network Engineers 06/2023 – 10/2023
L1 Network Engineer Falls Church, VA

Responded to customer inquiries via phone, email, and chat request. Resolved customer IT needs and complaints quickly and professionally. Assisted customers with migration to cloud services from on-premises infrastructure. Configured Zoom and Microsoft Teams accounts and devices to facilitate remote and hybrid workplace collaboration. Resolved technical issues with Zoom meetings and devices.

- Installed and configure new networking infrastructure on client sites
- Led a team that implemented the Microsoft Intune mobile device management solution for an organization of 600 plus devices.
- Took lead on two incident responses and developed a prevention strategy for a novel phishing-based attack.

Volunteering

Out in Science, Technology, Engineering, and Math 06/2024 – Present
Cloud Operations Specialist

Maintained oSTEM's Azure cloud environment and connected Microsoft 365 services. Act as escalation point for the Technology Helpdesk. Performed analysis of IT performance and led projects to improve efficiency and security posture.

- Led the cross-functional team that rolled out MFA to an organization of 600+ users and volunteers.
- Investigated and documented unknown systems and infrastructure to determine state of technical debt.

United States Coast Guard Auxiliary Flotilla 24-04 09/2019 – Present
Flotilla Staff Officer for Diversity Gaithersburg, MD

Ensured that the Strategic Plan for Managing Diversity was properly carried out. Compiled, tracked, and reviewed all diversity statistical information for the Flotilla and reported the data to the Division Staff Officer – Diversity. Conducted and coordinated all Flotilla level training in the areas of Diversity. Worked with other staff to facilitate outreach, recruiting and training in all areas served.

Out in Science, Technology, Engineering, and Math 12/2020 – 05/2024
IT Help Desk Technician Remote, US

Provided tier 1 help desk services to staffers and volunteers. Perform remote troubleshooting and resolution. Escalate highly complex issues to the VP of Information Technology & Innovation. Provide accurate information on IT products or services. Record events and problems and their resolution in logs. Follow-up and update user status and information. Pass on any feedback or suggestions by customers to the VP of Information Technology & Innovation. Identify and suggest possible improvements on procedures.

The DevOps Collective 09/2021 – 07/2022
Linguistic Editor Remote, US

Proofread submitted chapters from writing team and provided advice and suggestions to writer to meet style-guide requirements and linguistic clarity. Ensured writer compliance to style guidelines and ensured that writer error rates decreased each submission cycle, ensuring adherence to quality assurance standards and publication deadlines. Reviewed final draft alongside entire editing team to ensure unity of voice and accuracy of published manuscript.

Education

Old Dominion University 08/2024 –
Cybersecurity Bachelor of Science

Northern Virginia Community College 03/2019-05/2023
Information Technology Associate of Science