

David Allen

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EDUCATION

BS in Cybersecurity

Expected Graduation: December 2025

Old Dominion University, Norfolk, VA

AAS in Information Systems Technology, Cybersecurity

May 2023

Virginia Peninsula Community College, Williamsburg, VA

EXPERIENCE

Store Associate

March 2021 - Present

Big Lots, Williamsburg, VA

- Maintain a clean and organized store environment to enhance the shopping experience for customers and promote a positive image of the company, which satisfied our inventory audit goal of 100%.
- Assist customers in finding products and provide excellent customer service to ensure a positive shopping experience, which increased our sales by 20%.
- Collaborate with team members to achieve sales targets and provide excellent customer service, which increased our membership sign-ups by 10 a week.
- Trained new team members cashier, stocking, and floor assistance procedures to get accustomed to the work environment, which increased employee morale and decreased the turnover rate by 15%.
- Troubleshoot password resets for customer accounts to decrease checkout times by 10%.
- Troubleshoot ticket printing errors for employees, increasing employee efficiency by 15% and sales by 10%.

PROJECTS

VPN and Network Firewall Design

May 2023

- Researched an N-Tiered architecture to improve overall redundancy and support stable traffic flow with a layered security approach.
- Enacted an N-Tier DMZ to deliver access to network resources without giving full access to the private network.
- Used a two-factor authentication method with updated TLS and IPSec protocols to supply secure authentication for users.
- Explained in my report, aimed at company executives, that using an IPSec VPN is the best option because of the defense-in-depth security approach across various OSI layers.

Network Connectivity, Segmentation, and Routing

March 2023

- Revised redundancy methods such as backup multilayer switches, which achieved high speed connections and reduced network downtime.
- Recommended business functions to higher ups such as a BIA, DRP, and BCP, which provided guidelines and sustained high network availability.

- Administered QoS mechanisms such as classification, priority queuing, and traffic shaping, which achieved better traffic flow and increased network availability while minimizing network latency.
- Implemented VLAN strategies, such as VLAN tagging, which improved network performance and reduced the amount of hardware needed on the network.
- Ensured that the network included specific power requirements for each device and included the use of backup generators and UPSs, which yielded high availability in the case of emergency power outages.

Data Center Controls

October 2022

- Applied administrative controls such as implicit deny, least privilege, separation of duties, job rotation, mandatory vacations, and privilege management, which limited access to network resources when necessary.
- Implemented technical controls such as RBAC, two-factor authentication, and planned backups, which limited unnecessary access to information.
- Enforced physical controls such as guards with CCTV, an IDS, and an improved door system, which reduced the chances of future break-ins of the data center.

SKILLS

Technical Skills: Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Access, Windows, Linux, Wireshark, Nessus, Nmap, John the Ripper, Active Directory, DHCP, DNS, VPN, Virtual Machines, SQL, Python, HTML, CSS, JavaScript, Troubleshooting, Malware Analysis, Incident Response, Network Design, Git, Information Assurance, Vulnerability Assessment, Cyber Risk Management, Penetration Testing, Cybersecurity Strategy and Policy, Systems Monitoring

Customer Service Skills: Communication, Problem Solving, Conflict Resolution, Customer Support, Professionalism

Retail Skills: POS, Inventory Management, Upselling, Employee Training, Price Changing, Stocking, Asset Recovery

LICENSES & CERTIFICATIONS

CompTIA Security+

January 2023

CompTIA

CompTIA Network+

January 2023

CompTIA