Kevin Durand

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EDUCATION

Old Dominion University
  B.S. in CyberSecurity, Expected GPA 3.63   **Expected Graduation: May 2023**

RELEVANT WORK EXPERIENCE

Systems Group   **April 2021-September 2021**
  Consultant
- Using Citrix, an email-based ticketing system, helped users with issues they had in their interactions with ODU servers.
- Worked with Linux and Microsoft operating systems.
- Set up a number of servers and computers using VMware

ITS Help Desk   **March 2022-September 2022**
  Help Desk Student Worker
- Taking phone calls and responding to emails, using a ticket based system, helped ODU workers and students with account and IT based issues.
- Worked on Mac, Linux, Microsoft, and Office based operating systems.
- Troubleshooting and resetting passwords and two factor authentication issues.
- Acted as both customer service and IT consultant, helping people with their problems while providing excellent customer service.

Swisslog Logistics   **September 2023-November 2023**
  Global Help Desk Engineer
- Taking phone calls and responding to emails, using a Zendesk ticketing system to troubleshoot issues with the robotic based solutions in distribution centers.
- Used remote connection to help troubleshoot issues with servers, networks, and programs related to the different robotic based solutions.
- Worked with other members and did research and troubleshooting on the physical components of robots, from the networking to the physical operation of the robot.
- Was the main point of contact with customers, scheduling meetings and group calls to help solve the sites issues.

RELEVANT COURSE WORK AND SKILLS

- CYSE 407: Learned how to utilize tools for forensic purposes, finding files or other data off secured hard drives, utilized OSForensics and other applications to find hidden data
- CYSE 450: By learning the fundamentals and programs of hacking, gained an understanding of how those systems interact with each other.
- CS 462: Learned the basics of networking and how they apply to Cybersecurity, DNS, DHCP
- Have configured and set up my own virtualized servers, both Microsoft and Linux based, and configured other virtualized workstations with DHCP
- CS 450: Created and maintained a DNS that represented an SQL based system.
- CYSE 270 & 280: Learned Cybersecurity fundamentals for both Microsoft and Linux based systems