

KENDAL TAYLOR

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Education

Bachelor of Science in Cybersecurity

Old Dominion University

- GPA: 3.89
- Dean's List 2023
- Tau Sigma Honor Society
- Relevant Coursework: Cybersecurity Strategy and Policy, Cybersecurity Techniques and Operation, Networked Systems Security, Cyber Law

Associate of Applied Science in Information Technology – Specialization in Networking

Virginia Highlands Community College

- Summa Cum Laude
- President's Honor Roll List 2021-2022
- Merit List 2023
- GPA: 3.8
- Phi Theta Kappa Honor Society
- Relevant Coursework: Network Security Basics, CISCO I, II, III

Experience

Technical Services Technician

December 2022 - Present

Food City | Abingdon, VA

- Providing administrative assistance for hardware applications, supporting both C-level executives and store-level personnel, ensuring seamless operation across all levels of the organization.
- Resolved over 1,600 networking, security, and IT-related issues across corporate offices, stores, and the distribution center.
- Installing, repairing, maintaining, and upgrading computer and networking systems for new stores and existing hardware, ensuring consistent and reliable IT infrastructure.
- Configured over 700 PCs, laptops, printers, and other various endpoint devices, providing seamless integration across multiple store locations and corporate offices.
- Implementing best practices for system security and efficiency in endpoint devices, network hardware, and software applications, enhancing overall organizational cybersecurity.

Certifications

- CompTIA Security+ (Completed August 2024)
- CompTIA Network+ (Completed April 2024)
- CompTIA A+ (Completed October 2022)
- CompTIA ITF+ (Completed November 2020)
- Digital Forensics Certificate
- Networking Fundamentals I & II Career Studies Cert.
- Microsoft Office Associate (MOS) 2019

Awards

- NGAF (National Grocers Association Foundation) Scholarship Winner
- TGEF (Tennessee Grocers Education Foundation) Scholarship Winner
- IDBA (International Deli Bakery Association) Scholarship Winner
- Food City Associate of the Month (October 2024)
- John Phillips Sousa Band Award
- Rebel Regiment Alumni Memorial Scholarship Leadership and Musicianship Award

Skills

- **Networking:** Configuration of routers, switches, VLANs, and network segmentation. LAN/WAN administration, subnetting, TCP/IP, DNS, Cisco IOS command-line interface. Experience with network monitoring tools such as Wireshark and SolarWinds.
- **Cybersecurity:** Strong foundation in network security protocols, firewall configurations, encryption methods, and access control. Experienced in applying NIST and CIS frameworks. Certified in Security+ with skills in digital forensics, incident response, and secure network design to protect sensitive data.
- **Hardware:** Experienced in installing, configuring, and troubleshooting networking hardware, switches, firewalls, and other IT devices. Adept at managing and maintaining PCs, laptops, printers, and a wide range of endpoint devices.
- **Software & Operating Systems:** Windows 10/11, Linux, MacOS, Windows Server. Skilled in administering Active Directory, Group Policy, and remote desktop solutions. Experience with Microsoft Office 2019 (MOS Certified) and familiar with various enterprise software solutions.
- **Problem Solving:** Strong analytical and troubleshooting skills, adept at resolving complex technical issues in a timely and effective manner.
- **Communication:** Excellent written and verbal communication skills, ability to explain technical concepts efficiently to both technical and non-technical stakeholders
- **Adaptability:** Quick to learn and adapt to recent technologies, tools, and methodologies, ensuring continuous improvement and efficiency in an IT landscape.
- **Attention to Detail:** Highly detail oriented, ensuring accuracy and thoroughness in system configuration, network monitoring, and documentation processes.
- **Collaboration:** Experience collaborating across teams to resolve complex technical issues on an enterprise level.
- **Security Clearance Preparedness:** CCI Clearance Preparedness Program Digital Badge