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# MERCEDES ASIEDU

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## PROFESSIONAL SUMMARY

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Recent Bachelor of Science graduate in Cybersecurity, equipped with a solid foundation in network security, risk management, and incident response. Certified in Cybersecurity with hands-on experience in Active Directory, Azure, and AWS. Seeking entry-level opportunities in cybersecurity to apply technical skills, keen problem-solving abilities, and passion for digital security. Ready to contribute to an organization's cybersecurity needs and grow as a professional in the field.

- **Clearance Level: US Citizen, Willing To Obtain**
- **DoD IAT Level II: CompTIA Security+ CE**

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## SKILLS

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- **Network Security:** Knowledge of securing network infrastructures, implementing firewalls, and intrusion detection systems.
- **Auditing:** Experience in conducting security audits to assess the effectiveness of security measures and compliance with security policies.
- **Project Management:** Capabilities in managing projects, including planning, execution, monitoring, and closing projects.
- **Programming Skills:** Proficiency in programming languages such as Python, Java, or C++.
- **System Administration:** Skilled in Windows and other operating systems, including system setup, configuration, and maintenance.
- **Active Directory Management:** Experience in managing AD environments, including account creation, password resets, and group policy.
- **Hardware Maintenance and Repair:** Knowledge of computer hardware, capable of performing basic repairs and upgrades.
- **Documentation:** Ability to document technical processes, solutions to common problems, and user instructions clearly and concisely.
- **Access Control and Identity Management:** Understanding of access control and identity management principles, including authentication, authorization, and accounting.
- **Incident Response and Recovery:** Skills in preparing for, responding to, and recovering from security incidents and breaches.
- **Cloud Migration:** Experience in migrating applications and data to Azure and AWS, understanding migration strategies and tools.

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## WORK HISTORY

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**Senior Resolution Specialist, 06/2023 - 12/2023**

**Walmart – Hampton, VA**

- Collaborated with various departments such as logistics, sales, and IT to resolve customer issues more efficiently, ensuring a cohesive approach to problem-solving.
- Managed a high volume of complex customer cases on a daily basis, maintaining composure and professionalism in a fast-paced environment.
- Used **Customer Relationship Management (CRM)** software to track, analyze, and resolve customer issues, ensuring efficient case management and data accuracy.
- Created and maintained comprehensive technical documentation and standard operating procedures (**SOPs**) for customer service processes.
- Effectively utilized remote communication tools like Slack to lead and coordinate with the team.

**Customer Service Specialist, 05/2022 - 04/2023**

**United Healthcare – Hampton, VA**

- Specialized in resolving complex insurance claims, effectively liaising between clients and healthcare providers to ensure accurate and timely resolution.
- Accurately updated customer records and processed sensitive healthcare information.
- Provided efficient and empathetic customer support, handling a high volume of calls daily to address healthcare inquiries, policy questions, and claims issues.
- Maintained strict compliance with HIPAA and other relevant data protection regulations, ensuring the confidentiality and security of customer information.
- Utilized remote work tools and software for team collaboration, meetings, and project management.

**Help Desk Technician, 10/2020 - 11/2022**

**Old Dominion University – Norfolk, VA**

- Assisted in training new help desk staff, sharing best practices and techniques for effective customer service and technical troubleshooting.
- Maintained detailed records of all service requests and resolutions, contributing to the development of a knowledge base for future reference.
- Participated in campus-wide IT projects, including software upgrades and network expansion initiatives.
- Served as the primary point of contact for students, faculty, and staff, addressing and resolving a wide range of technical issues to ensure seamless day-to-day operations.
- Demonstrated strong communication and problem-solving skills by efficiently resolving over 25 tickets per month using Service Now.

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EDUCATION

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**Bachelor of Science: Cybersecurity, Minor in Sociology**

**Old Dominion University - Norfolk, VA**

**High School Diploma**

**Freedom High School - Woodbridge, VA**