

HEATHER RICKET

Cybersecurity Student | IT Support Candidate | Google Cybersecurity Certificate | AWS Cloud Foundations

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Professional Summary

Motivated Cybersecurity student at Chattahoochee Technical College with professional experience supporting customers, maintaining technical documentation, troubleshooting issues, and managing data across multiple systems. Currently completing industry-recognized training in Cybersecurity, Cloud Computing, Operating Systems, and Generative AI. Strong background in customer support combined with growing technical expertise in Windows, networking fundamentals, cloud technologies, and security concepts. Seeking opportunities in IT Support, Help Desk, Technical Support, Computer Lab Operations, Systems Administration, or Information Technology internships.

Skills & abilities

Windows 10/11 • Microsoft Office 365 • Google Workspace • Hardware & Software Troubleshooting • Networking Fundamentals • Linux Fundamentals • SQL Fundamentals • Remote Support • Technical Documentation • Ticketing Systems • Active Directory (Learning) • Virtual Machines (Learning) • Microsoft Copilot • Typing Speed: 71 WPM

Experience

CSR Specialist – Odyssey Logistics

April 2020 – February 2022

- Maintained shipment records and operational documentation across multiple business systems.
- Investigated and resolved customer issues using internal software platforms and tracking systems.
- Analyzed shipment data and coordinated updates between customers, terminals, and carriers.
- Utilized Microsoft Excel and enterprise software to maintain accurate operational records.
- Communicated technical and operational information to stakeholders while ensuring data accuracy.

Au Pair (International Placement) – Mondial Agency – Netherlands

January 2019 – January 2020

- Managed complex daily schedules and coordinated transportation logistics for an international host family.
- Maintained detailed communication with parents regarding schedules, activities, and progress.
- Adapted to a new country and cultural environment while independently managing responsibilities.
- Coordinated multiple priorities and resolved day-to-day challenges in a fast-paced household environment.

Customer Service Associate – UnitedHealthcare

May 2017 – December 2017

- Assisted customers in navigating complex healthcare systems and benefit information.
- Utilized company software platforms to document customer interactions and maintain accurate records.
- Resolved customer issues while adhering to company policies and data privacy requirements.
- De-escalated high-stress situations through active listening, troubleshooting, and problem-solving.

Assistant Grocery Manager – Sprouts Farmers Market
 June 2015 – February 2017

- Assisted in supervising daily operations and supporting team members in a fast-paced retail environment.
- Managed inventory tracking, stock replenishment, and organizational processes.
- Monitored product availability and resolved operational issues to maintain efficiency.
- Provided customer support while balancing multiple responsibilities and priorities.

Education

Chattahoochee Technical College

Associate of Applied Science – Cybersecurity
 Expected Graduation: 2028 (In Progress)

Relevant Coursework:

Relevant Coursework: Introduction to Information Technology, Computer Literacy, Operating Systems Concepts, AWS Cloud Foundations, Generative AI & Microsoft Copilot

Topics:

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|----------------------|------------------|-------------|
| -Security Operations | -Risk Management | -Linux |
| -Security Tools | -SQL | -Networking |
| -Incident Response | | |

Technical Projects

Cybersecurity Training Labs

- Completing hands-on cybersecurity labs through Google Cybersecurity Professional Certificate.
- Learning network security, threat analysis, incident response, and security monitoring concepts.
- Utilizing Linux, SQL, and security investigation tools.
- AWS Cloud Foundations
- Learning cloud computing concepts including cloud architecture, security, storage, networking, and AWS services.
- Building foundational knowledge of cloud infrastructure and cloud security.
- Operating Systems Coursework
- Studying Windows operating systems, system configuration, virtualization, file systems, user management, and troubleshooting concepts.