Isaiah Halsey

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EDUCATION

Mercy University — New York
Bachelor of Science in Cybersecurity. — *Expected 2029*

Guttman Community College, CUNY
Associate of Applied Science in Information Technology. — *March 2025*
Relevant Coursework: Hardware & Software, Networking I

EXPERIENCE

Helpdesk Support Technician — Jan 2025 – Feb 2026
Department of Youth and Community Development — *New York, NY*

- Configure and deploy workstations for hybrid work environments using remote access procedures and Ivanti endpoint management
- Troubleshoot VPN connectivity issues across Windows and macOS platforms for a diverse user base
- Provision new employee workstations including system imaging, domain joining, and printer/network access configuration
- Collaborate with helpdesk team on facility migrations, coordinating equipment relocation and network reconfiguration
- Diagnose and resolve hardware performance issues, performing upgrades and replacements as needed
- Provide Tier 1 network support including connectivity troubleshooting and basic switch/access point diagnostics

Cybersecurity Intern / Student Trainee — Jul 2023 – Aug 2023
U.S. Department of Homeland Security — *Remote*

- Cataloged and documented critical infrastructure assets for the Portfolio Management Division
- Participated in vulnerability assessment discussions with division leadership, contributing to risk prioritization
- Collaborated with government contractors to document sensitive infrastructure in compliance with federal standards

Systems Engineer Intern — Feb 2022 – Apr 2022
Diamonds International — *New York, NY*

- Migrated 30+ point-of-sale systems from Windows 7 to Windows 10, applying security hardening during deployment
- Implemented shell lockdown configurations to restrict unauthorized access on retail endpoints
- Created standardized workstation images using Hyper-V and deployed them via Acronis True Image
- Managed remote support operations using LogMeIn for off-site troubleshooting and maintenance
- Configured network file shares with role-based access controls and proper NTFS permissions

PROJECTS

picoCTF — Ongoing

- Competitor; categories: Binary Exploitation, Reverse Engineering, Forensics, Web

HackTheBox Challenges — Ongoing

- Active competitor; categories: Pwn, Rev

NSA Codebreaker Challenge — 2023

- Competitor; categories: Reverse Engineering, Binary Analysis, Cryptography
- Tools used: Ghidra, GDB, pwndbg, pwntools, Wireshark, Volatility, CyberChef, Burp Suite

SKILLS

Languages: Python, Java, C/C++ (familiar)
Security Tools: Ghidra, GDB, Binary Ninja, Wireshark, Pwntools, Volatility, Burp Suite, Nmap, Metasploit
Systems & Networking: Windows Server, Active Directory, Hyper-V, TCP/IP, DNS, DHCP, VPN, BGP, OSPF, STP, VLANs
Tools & Platforms: Ivanti, LogMeIn, Acronis True Image, Git, Ollama, Huggingface
Concepts: Reverse Engineering, Binary Exploitation, Vulnerability Analysis, Endpoint Hardening, Network Security, DFIR, Subnetting, Generative AI, Local LLMs

CERTIFICATIONS

- CompTIA ITF+, issued March 2022
- CompTIA Network+ CE, issued April 2022 (expired April 2025)