

Leiawyn Cook

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Summary

A recent cyber and data security technologies graduate with hands-on experience in threat detection, network monitoring, and log analysis through realistic lab environments. Combining over 4 years of customer service experience de-escalating incidents and time-sensitive problem solving. Eager to bring strong crisis-management and analytical skills to an entry-level role.

Technical Skills

- **Security Concepts** - Threat Detection - Incident Response - Access Control - Vulnerability Management
- **Networking Concepts** - TCP/IP Architecture - DNS - DHCP - Firewalls/VPNs - Wireshark - Azure
- **Operating Systems** - Linux - Windows Server - Powershell
- **Tools** - Nmap, SIEM, Wireshark, pfSense, Burp Suite, Autopsy, OSForensics

Professional Skills

- Incident and Crisis Management
- Data Privacy & Compliance
- Technical communication
- Collaboration
- Documentation and Reporting
- Customer Service

Experience

Barista, Starbucks, Denver, Colorado

August 2025 - October 2026

- Creating a welcoming environment for coworkers and customers
- Accurately taking orders and crafting beverages
- Maintaining an organized work environment and problem-solving when necessary

Receptionist, Total Access Urgent Care, Saint Louis, Missouri

May 2024 - October 2025

- Scheduling patients and assisting them in completing necessary paperwork
- Maintaining patient records while being HIPAA compliant
- Recognizing and prioritizing urgent and emergent situations when they arise

Customer Service Associate, Walgreens, Saint Louis, Missouri

October 2023 - March 2024

- Creating a welcoming and organized environment for coworkers and customers
- Assisting customers with finding and recommending products

Retail Associate, Panera Bread, Saint Louis, Missouri

May 2022 - October 2023

- Maintaining a clean and welcoming environment for coworkers and customers
- Accurately taking orders and cashiering

Education

Bachelor of Science in Cyber & Data Security Technologies, 2026

The University of Arizona Global Campus, Tucson, Arizona

Associate of Arts in General Studies, 2024

Saint Louis Community College, Saint Louis, Missouri