

William Ho

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EDUCATION

University of Missouri - Saint Louis | Saint Louis, MO

December 2026

B.S. in Computer Science, Cyber Security |

- Honors: Dean's List

WORK EXPERIENCE

Lion Dance Coordinator | Chua Phuc Sinh Lion Dance Team

Feb. 2023 - Ongoing

- Co-Lead an existing non-profit organization to increase exposure and event bookings by more than 100%.
- Ensure an organized and manageable environment for each individual to be properly guided and expressive.
- Maintaining constant engagement within a team of 20+ members and the supporting academy to help improve, build, and strengthen teamwork, diversity, efficiency.

IT Operations | Jimmy Nails & Spa

May. 2025 - June 2026

- Provided technical support and app training for 10+ staff using POS hardware and software systems to maintain operational uptime for clients and employees.
- Helped lead the establishment to becoming Top 3 in its category for Columbia, MO within a 6-month period.
- Acted as the first point of contact for technical issues, documenting incidents, and communicating solutions.

Host | Corner 17

Jan. 2022 - May 2025

- Provided technical support and app training for 10+ staff using POS hardware and software systems to maintain operational uptime for clients and employees.
- Helped lead the establishment to becoming Top 3 in its category for Columbia, MO within a 6-month period.
- Acted as the first point of contact for technical issues, documenting incidents, and communicating solutions.

PROJECTS

Active Directory Home Lab / Windows Server /VMWare | VIRTUALBOX

- Built and maintained Active Directory home lab environment using VMware, including deploying and configuring Windows Server Domain Controller and establishing Domain Environment.
- Created document spanning security risks and measures to take within the Active Directory.
- Simulated common and uncommon "real-life" tickets to better understand how and what keeps operations running smoothly.

Security Event Simulation and Analysis | SPLUNK

- Simulated and analyzed system and security events in Splunk SIEM to develop hands-on experience with log monitoring and troubleshooting.
- Investigated event logs to create solutions and strengthen windows administration and incident response skills.
- Utilized Splunk dashboards to better understand system activity and analyzation opportunities.

PC Assembly & Configurations | PERSONAL

- Designed 4+ custom personal computers for peers, gaining hands-on experience with computer hardware, system assembly, and cable management.
- Created a detailed step-by-step documentation covering PC assembly, installation, cabling, and system setup.
- Researched and selected appropriate CPU, GPU, RAM, Storage, Motherboard, and Power Supply based on individual's intended use and budget.

TECHNICAL SKILLS

CERTIFICATIONS: CompTIA Network+ | CompTIA A+ | CompTIA IT Operations Specialist-CIOS

Mobile Device Management, Microsoft Office, Documentation, Customer Service, Active Directory, VM, Computer Hardware, PowerShell, Splunk, TCP/IP, Windows 11