# REBEKAH HATHAWAY

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## Professional Summary

Master's student in cybersecurity with professional experience in IT support, software development, and endpoint security. Bringing in a strong technical foundation, analytical mindset, and passion for solving complex security and technological challenges. Excited to build and diversify experience across many cybersecurity domains with a current interest in threat intelligence, forensics, research and governance, risk, and compliance.

## Education

**Master of Science**: Cybersecurity, Expected in 05/2028
**North Carolina State University** - Raleigh, NC

- CyberCorps Scholarship for Service Recipient
- Relevant Coursework to be Completed: Computer and Network Security, Cryptography

**Bachelor of Arts**: Computer Science: Cybersecurity & Software Design, 04/2023
**Saint Mary's University of Minnesota** - Winona, MN

- GPA: 3.92- Dean's List Every Semester
- Summa Cum Laude
- Relevant Coursework Completed: Network Security, Networking, Computer Architecture, IT Systems Design, Computer Science 1 and 2 (Python, Java, C++), Cyberwarfare and Hacker Techniques, Web Design 1 and 2 (JavaScript, MERN development, HTML), Database Design (SQL, NoSQL)

## Skills

- Java, SQL, NoSQL, Python, C++
- Wireshark and Packet Analysis
- Microsoft 365/Google Administration
- Hardware and Software Diagnostics and Repair
- Cross-Functional Collaboration
- Cyber Operations Fundamentals
- Phishing Analysis
- Agile Development Practices
- Tier 1/Tier 2 Technical Support
- Networking Fundamentals
- Linux and Windows Scripting, Troubleshooting and Configuration
- Customer Service

## Work History

**Application Support Specialist**, 02/05/2024 to 07/31/2026, 40 Hours per Week
**Seaga/Cantaloupe Inc.** – River Falls, WI

- Diagnosed and troubleshot technical issues involving Windows-based systems, peripheral hardware, software applications, internet connectivity, and basic network configurations while providing effective tier 1 and 2 technical support.
- Consistently ranked among the highest-performing support specialists based on resolution metrics and productivity goals.
- Collaborated with cross-functional teams, including development teams, accessibility personnel, field technicians, and C-suite executives, to escalate and communicate complex issues and ensure timely resolution.

- Efficiently utilized ticketing systems to accurately and in much detail document customer interactions, resolution steps, and issue tracking.
- Managed multiple support requests simultaneously across various mediums, both email and phone, while maintaining strong attention to detail and consistently meeting performance expectations as well as building client rapport.
- Authored and maintained internal documentation, troubleshooting guides, and knowledge base articles to improve issue resolution and knowledge sharing while helping to onboard new technicians.
- Delivered accessible technical support for blind and visually impaired operators by individualizing troubleshooting techniques to the operator's specific needs, navigating hardware and software issues entirely through verbal communication.

**IT Endpoint Security Engineer**, 01/11/2023 to 08/18/2023, 25 Hours per Week
**Canopy IT Solutions** – Bloomington, MN

- Investigated security alerts and authentication issues to identify malicious activity, then performed incident response, including triage, investigation, containment, recovery, and a post-incident report.
- Analyzed reported emails and user activity to distinguish legitimate communications versus phishing/social engineering attempts while providing timely guidance and recommendations
- Conducted security audits and compliance assessments for client environments, identifying vulnerabilities and recommending remediation strategies.
- Designed and maintained interactive Power BI dashboards to monitor and analyze suspicious logins across the globe in Microsoft 365 and Google Workspace environments, increasing response times to security incidents by 30% and helping to identify high-risk targets.
- Evaluated new security technologies to improve system defenses and operational efficiency.

**Programmer PT**, 04/08/2022 to 04/14/2023, 30 Hours per Week
**Fastenal** – Winona, MN

- Designed, implemented, and optimized backend search services, indexes, and query performance for employee directories, product catalogs, and job search systems to improve relevance and reliability across large datasets using Java and C++.
- Integrated RESTful APIs and worked with both SQL and NoSQL databases to support synchronization of data, indexing pipelines, overall infrastructure, and data synchronization.
- Diagnosed, debugged, and resolved software defects, search relevance issues, secure coding issues, and performance bottlenecks by testing, profiling, and then optimizing code.
- Collaborated with software engineers and UX developers in an Agile environment, participating in code reviews, sprint planning, and technical design discussions.
- Applied human-computer interaction research and user feedback to improve search usability and overall user experience.

**IT Help Desk Technician**, 08/31/2020 to 04/14/2023, 15 hours per week
**Saint Mary's University of Minnesota** – Winona, MN

- Provided tier 1 support by responding to service requests, troubleshooting hardware, software, account, and network connectivity issues for faculty, staff, alumni, and students by diagnosing and resolving computer hardware, peripheral, and software issues through maintenance, moderate repairs, installation, configuration, and educational applications.
- Managed user accounts by resetting passwords, provisioning access, and maintaining computer labs to ensure reliable and secure technology resources were available.
- Documented service requests, resolutions, and technical procedures while delivering timely, customer-focused support and maintaining high service standards.
- Consulted with faculty and staff to assess technology needs and made recommendations for hardware and software solutions that best aligned with their instructional objectives.