

ANDREW DUNNE

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SUMMARY

Dedicated IT and Cybersecurity professional with hands-on experience in public-sector network monitoring, hardware diagnostics, and enterprise system administration. Proven ability to analyze threat telemetry, optimize mass deployment workflows, and translate complex technical incidents into clear, actionable documentation. Passionate about leveraging technical mentorship and cross-team collaboration to secure infrastructure and streamline IT operations.

WORK EXPERIENCE

Manager, PC Repair Shop, Green River College, WA **Jan 2025 - Present**

- Executed advanced hardware repairs, while strategically managing component inventory and sourcing.
- Mentored junior technicians on system recovery and mass deployment tools (Lazesoft, FOG Project) to optimize team workflows.
- Enforced data security and privacy protocols
- Maintaining comprehensive ticket documentation throughout the service lifecycle.

SOC Analyst, PISCES, Local Government Entities, WA **Jan 2025 - March 2026**

- Designed and optimised a robotic control system, realizing a 12% performance improvement.
- Coordinated testing and validation, ensuring compliance with industry standards.
- Provided technical expertise, contributing to a 15% reduction in system failures.

Crew Member, Taco Time NW, Renton Highlands, WA **Oct 2023 - Present**

- Demonstrated strong verbal communication and teamwork by coordinating fast-paced workflows between kitchen staff and front-of-house teams.
- Communicated effectively with a diverse customer base and team members to ensure order accuracy and resolve issues promptly during high-volume shifts

PROJECTS

Jan 2023 - Jun 2023

Active Directory & Firewall Hardening

- Automated the mass deployment of enterprise-level virtual machines via QEMU/KVM hypervisors, streamlining infrastructure provisioning using YAML and PowerShell.
- Hardened network infrastructure by configuring identity and access management controls, including Active Directory account automation and Kerberos protocol implementation.

SKILLS

Prototyping Tools

Interaction Design

Accessibility

User Research

Visual Design

Responsive Design

EDUCATION

Information Technology-Cybersecurity and Networking - BAS

Winter 2025 - Expected June 2026

Green River College

- Cloud System Operations: Microsoft Azure
- Windows Server Administration

ACCOMPLISHMENTS

President, Cyberops Club | 2025 - 2026

- **PRCCDC Captain (2026):** Formed and led the college's first Pacific Rim Collegiate Cyber Defense Competition team in 15 years, actively defending enterprise infrastructure against live Red Team attacks and securing 7th place out of 13 regional institutions.
- **NCL Captain (Winter 2025):** Led the team to rank in the top 2.5% (92nd out of 4,000+) in the Standard League while concurrently directing peer-training initiatives to prepare the next cohort in cybersecurity and core IT concepts