

# Walter Singleton

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## Skills

- Wireshark | Burp Suite | Nmap | Nessus | Metasploit | KnowBe4 | FortiGate | Splunk | Azure Sentinel | Alert Logic
- Windows | macOS | Linux (Ubuntu/Kali) | Active Directory | Entra ID | Azure | Google Workspace | Intune | Jamf | ServiceNow
- Vulnerability Management | SIEM | EDR | MFA | IAM | Phishing Simulation | Firewall Rules | Threat Detection & Response

## Experience

### Information Security Analyst, Intern

#### SUNY Cobleskill

Cobleskill, NY, USA

08/2024 - 01/2025

- Improved network security by configuring firewall rules with FortiClient and Microsoft Defender, cutting unauthorized access by 15%
- Automated firewall address inputs with Python/PowerShell scripts, reducing manual effort by 50%.
- Enhanced cloud security by managing and supporting cloud-based applications (Azure), resulting in a 20% reduction in security incidents through proactive monitoring.
- Mitigated 100% of high-risk vulnerabilities in AD and cloud via scanning and remediation.
- Monitored user behavior to detect risks, investigating and mitigating phishing and scam threats via mailbox quarantines.
- Led phishing simulations for 800 users, lowering click rates by 25% and boosting awareness.

### Information Technology Analyst, Intern

#### Ford Foundation

New York, NY, USA

06/2024 - 08/2024

- Collaborated with senior engineers on networking, system administration, and hardware projects.
- Streamlined IT operations by creating Standard Operating Procedures (SOPs) for future interns, increasing onboarding efficiency by 30%.
- Enhanced network infrastructure stability by troubleshooting and resolving connectivity issues, reducing downtime by 10%.
- Managed MDM (JamF) for secure access to mobile devices.
- Provided IT support in analytics, programming (Python), and data management, allowing an increase in administrative task performance.
- Managed A/V for 500+ events annually, preventing technical issues during high-profile meetings.

### Tech Center Assistant

#### Cobleskill Technology Services

Cobleskill, NY, USA

01/2022 - 05/2024

- Resolved 100+ hardware and software issues per semester for students and faculty, improving satisfaction and device reliability.
- Improved IT ticket response by 15% through efficient request handling using Active Directory and TeamDynamix.
- Enhanced connectivity for 200+ users per semester by diagnosing and resolving Wi-Fi and system configuration issues.
- Increased faculty productivity by resolving application and driver issues across Windows and Mac platforms.

### Resident Assistant

#### SUNY Cobleskill Residential Life

Cobleskill, NY, USA

07/2014 - 08/2014

- Managed a residence hall of over 30 students, fostering a supportive community, resulting in a rise in student engagement.
- Resolved 10+ resident disputes using conflict management and de-escalation techniques, maintaining a positive living environment.
- Enhanced student reporting accuracy by documenting incidents/interactions, ensuring a 100% compliance rate with campus policies.

## Education

### Bachelor of Technology

#### SUNY Cobleskill

Cobleskill, NY, USA

08/2021 - 12/2024

- Major in Cybersecurity (While completed Associates in Computer Information Systems)

## Projects

- **Password Generator:** Creator of Unique Password Generator using Diceware. Link to [Website](#)

## Mentorship

- **Cybersecurity Club Vice President:** Responsible for mentoring and giving career advice to CS/Cyber students. Hosted internal Hackathons & CTF events. (01/2021 - 05/2024)
- **Cybersecurity Tutor:** Automation Programing | Incident Response Methodologies | Career Advice | Professional Portfolio

## Others

- **CompTIA Security+:** Certification that certifies user has knowledge and skills necessary to perform core security functions required of any cybersecurity role (01/2025)
- **Academic Achievement Award:** Awarded to student with highest GPA in their Degree (05/2024)