Vitaliy Konyukhov

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EDUCATION

Arizona State University   **Expected May 2024**
Master of Science, Computer Science (Cybersecurity)   **Tempe, AZ**
- GPA: 4.0 / 4.0

American University in Bulgaria   **May 2022**
Bachelor of Arts, Computer Science and Mathematics   **Blagoevgrad, Bulgaria**
- GPA: 3.96 / 4.0 (Summa Cum Laude)

EXPERIENCE

IT Aide   **November 2022 - Present**
Arizona State University - SEMTE   **Tempe, AZ**
- Streamlined IT support for ASU Professors and staff through ServiceNow, resolving an average of 40 support tickets per month with average resolution time of 7 hours
- Maintained high levels of customer satisfaction with the CSAT of 5/5
- Optimized IT asset management using Cireson and Active Directory
- Provided expert troubleshooting for desktop computers and servers with Windows, Linux, and macOS operating systems
- Authored knowledge base articles that reduced support ticket volume by 20%

TECHNICAL SKILLS

- Programming Languages: C++ | Java | Python
- Network segmentation, monitoring and analysis, firewall configuration and management
- Setup and administration of virtual machines and Docker containers
- Knowledge of encryption algorithms and protocols, secure key management
- Skills in Open Source Intelligence (OSINT)
- Understanding of wireless security protocols and wireless intrusion detection/prevention
- Skills in incident handling, response procedures, digital forensics, and chain of custody protocols
- Identity and Access Management, including user authentication, authorization, and role-based access control

CERTIFICATIONS

- Microsoft Technology Associate Certification: Networking Fundamentals, Security Fundamentals, Windows Operating System Fundamentals
- TestOut PC Pro Certification
- TestOut Network Pro Certification
- (ISC)2 Certified in Cybersecurity

ACADEMIC PROJECTS

- Cheating Prevention Software for Online Exams (Client-Server applications in Qt C++, Senior thesis)
- Mathematics of Post-Quantum Cryptography (Bachelor's thesis)
- Security of Banking Systems and Digital Currencies (Research project)
- Attacking the Merkle-Hellman Knapsack Cryptosystem (Research project)
- Using Machine Learning for Finding Vulnerabilities in IoT Devices (Research project)
- Fairness in Machine Learning (Research project)
- Analysis of Russian Apps for TSPU-Related Risks (Master's thesis)