

# Nicholas Hodges

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## EDUCATION

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<b>Southeast Missouri State University</b> <i>Bachelor of Science in Cybersecurity</i>	May 2026 Cape Girardeau, MO
<b>Cape Girardeau Career and Technology Center</b> <i>Computer Networking and Security Program</i>	May 2022 Cape Girardeau, MO

## CERTIFICATIONS

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CompTIA Security+ | CompTIA Network+

## SKILLS

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### Cybersecurity Tools:

Splunk, SIEM, Microsoft Defender XDR, Wireshark.

### Systems Administration:

Windows Server, Active Directory, Entra ID, M365, PowerShell, Proxmox.

### Networking:

Firewalls, VLANs, TCP/IP, Cisco, PBX

## RELEVANT EXPERIENCE

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<b>Southeast Missouri State University</b> <i>IT Support Technician</i>	May 2023 – Present Cape Girardeau, MO
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- Deliver responsive technical support to students, faculty, and staff by diagnosing and resolving hardware, software, and network connectivity issues.
- Train and guide student technicians on effective problem-solving methods, customer service standards, and IT support procedures.

### Grimco

*IT Service Desk Intern*

May 2025 – Aug 2025  
Sunset Hills, MO

- Resolved 30+ Jira tickets weekly involving M365, WMS, and ERP platforms, ensuring timely and accurate technical support.
- Provisioned and deprovisioned user accounts while managing permissions for security groups and email distribution groups.

### Spectrum Brands

*Information Technology Intern*

May 2024 – Aug 2024  
Earth City, MO

- Provided Level 2 support for 4,000+ users across Windows, SAP, and Citrix environments.
- Managed an intern-led project to upgrade 150+ employee systems from Windows 10 to Windows 11 within an accelerated timeline.

### National Collegiate Cyber Defense Competition

*Windows Systems Administrator*

Aug 2022 – Present  
Remote

- Harden Windows Server environments by enforcing AD security policies, configuring firewalls, managing user permissions, and applying vulnerability remediation to reduce attack surfaces.
- Monitor SIEM logs for real-time threat detection and lead incident response efforts, including identifying root causes, containing attacks, and restoring system functionality under competition pressure.
- Collaborate with team members to document configurations, optimize defense strategies, and maintain system availability during simulated adversarial scenarios.

## OTHER WORK EXPERIENCE

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<b>Southeast Missouri State University</b> <i>Resident Assistant</i>	Aug 2024 – Present Cape Girardeau, MO
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- Serve in a critical on-call capacity, providing immediate crisis response, enforcing safety protocols, and addressing high-priority student and facility emergencies for the 60+ residents.