

# Natalie Mitchell

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## SUMMARY

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Dedicated cybersecurity professional with over three years of experience, passionate about promoting cybersecurity awareness and enhancing training programs. Experienced in administering phishing simulations to identify human risk trends. Skilled at collaborating with cross-functional teams for targeted campaigns and effective reporting. Proficient in utilizing Microsoft 365 tools, especially Excel, for data analysis and campaign refinement. Eager to contribute expertise in fostering secure behaviors within organizations while ensuring high standards of compliance and ethics.

## EXPERIENCE

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**Cybersecurity Awareness Specialist** January 2023 - Present  
Innovative Cyber Solutions *Chicago, IL*

Monitor and analyze phishing and social engineering simulation results, driving enhancements to training initiatives across the organization. Actively engage with management to pinpoint critical human risk trends, aiming to strengthen reliable security protocols.

- Administered phishing and social engineering simulations, analyzing results to support training initiatives across the organization.
- Collaborated with management to identify trends in human risk and reinforce secure behaviors through targeted training and reporting.
- Coordinated campaign scheduling and managed follow-up training assignments, enhancing employee engagement in cybersecurity practices.
- Compiled and analyzed data using Microsoft Excel to track campaign metrics and support leadership updates.

**Cybersecurity Intern** June 2022 - December 2022  
Tech Solutions Group *Chicago, IL*

Supported various functions related to cybersecurity training, promoting best practices among staff while contributing to monitoring efforts.

- Assisted execution of cybersecurity awareness training sessions, educating staff on best practices and risk management.
- Helped monitor and report metrics from phishing simulations, contributing to the refinement of training content.
- Collaborated with IT security teams, reviewing reported phishing attempts and identifying gaps based on outcomes.

**Assistant Project Coordinator** January 2021 - May 2022  
Civic Tech Project *Remote*

Engaged in project administration focusing on launching technology-driven solutions for community engagement events.

- Managed event logistics & coordinated roles for participants to ensure a seamless experience for attendees.
- Facilitated online communications for ongoing projects, maintaining team alignment and current information distribution.
- Collected feedback post-events, working on refining future engagements and adapt approaches based on participant input.

## LEADERSHIP & AWARDS

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- Recipient of the Cybersecurity Excellence Award, presented for outstanding contributions to company-wide cybersecurity education.
- Honored as 'Employee of the Month' for exemplary performance in managing cybersecurity training and initiatives during key organizational changes.

## EDUCATION

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**Bachelor's Degree in Information Technology** 2026  
University of Illinois at Chicago GPA: 3.8 *Chicago, IL*

**Coursework:** Network Security, Data Analysis, Cybersecurity Principles, Ethical Hacking

## CERTIFICATIONS

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- Certified Information Systems Security Professional (CISSP) 📅 2024
- CompTIA Security+ 📅 2023

## TECHNICAL SKILLS

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- **Communication Tools:** Microsoft Teams, Slack, Zoom
- **Office Software:** Microsoft Word, Excel, PowerPoint
- **Cybersecurity Platforms:** KnowBe4, PhishMe, Cofense
- **Data Reporting Tools:** Tableau, Google Analytics, Qualtrics
- **Simulation Tools:** ITProTV, Cybrary, SANS Training
- **Project Management Tools:** Asana, Trello, Monday.com

- **Virtual Collaboration Tools:** Miro, Canva, Jamboard
- **Incident Reporting Tools:** ServiceNow, Jira, Zendesk
- **Risk Assessment Frameworks:** NIST, ISO/IEC 27001, COBIT
- **Database Management:** SQL, Oracle, MongoDB

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## SKILLS

- Microsoft 365
- Excel
- Cybersecurity Awareness
- Data Analysis
- Phishing Simulations
- Compliance Standards
- Report Writing
- Technological Literacy
- Risk Identification
- Team Coordination
- Presentation Skills
- Networking Fundamentals
- Problem Solving
- Security Policy Development
- Incident Response
- Critical Thinking

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## PROFESSIONAL AFFILIATIONS

- Member of the InfoSec Society, participating actively in discussions regarding emerging cybersecurity challenges.
- Volunteer with local non-profits to promote digital literacy and internet safety within the community.

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## LANGUAGES

- English (Native)
- Spanish (Intermediate)

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## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

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## REFERENCES

AVAILABLE ON REQUEST