STRENGTHS

Supervised Infrastructure Work
Followed lab procedures closely during AWS and Cisco tasks; instructors trusted careful escalation when access or security decisions exceeded assigned authority.

Practical Troubleshooting
Started with evidence from ping, traceroute, logs, and endpoint settings. Support peers often sought help turning vague symptoms into clear next steps.

Clear Documentation
Built diagrams, inventories, runbooks, checklists, and knowledge articles. A faculty reviewer praised records for making handoffs easier during project reviews.

Security Awareness
Applied least privilege, data-handling, export-control, and acceptable-use guidance in labs; careful boundaries kept shared systems and sensitive records protected.

Service-Minded Support
Listened first during student and event requests, then explained fixes in plain language. Users left sessions with confidence and a workable next step.

SKILLS

AWS | TCP/IP | Linux | Windows

Python | PowerShell | Terraform

Cisco Networking

Cloud Computing

Cybersecurity Principles

Technical Documentation

First-Level Troubleshooting

Lucas Munoz

Network & Cloud Engineering Intern

(719) 555-0184 lucas.munoz@protonmail.com
linkedin.com/example/lucasmunoz Colorado Springs, CO 80903

SUMMARY

Cybersecurity student prepared to support Summit Defense Research Partnership through supervised network operations, AWS lab services, cybersecurity checks, and responsive technical support. Coursework and university-sponsored work connect TCP/IP, Windows, Linux, cloud computing, Python, PowerShell, Terraform, and **technical documentation** with practical delivery. Built segmented Cisco lab networks, inventoried AWS resources, reviewed CloudWatch alerts, verified backups, tracked assets, and documented incidents in sandbox environments. Careful work habits support **written procedures**, **role-based access**, sensitive-data handling, **export-control awareness**, and timely escalation when assigned authority ends. U.S. citizenship, on-site availability, and interest in federal research infrastructure align with mission-focused collaboration among students, faculty, technical staff, and government partners.

EDUCATION

Bachelor's Degree in Cybersecurity

Pikes Peak University GPA: 3.8 2026 Colorado Springs, CO

Coursework: *Computer Networks, Cloud Computing, Cybersecurity Principles, Systems Administration, Incident Response*

TECHNICAL SKILLS

- **AWS Cloud Services:** EC2, S3, IAM, CloudWatch
- **Network Infrastructure:** Cisco switches, VLANs, Wireless access points
- **Network Protocols:** TCP/IP, DNS, DHCP
- **Operating Systems:** Windows, Linux, Linux virtual machines
- **Infrastructure Automation:** Terraform, Python, PowerShell
- **Monitoring and Logs:** CloudWatch dashboards, System logs, Service alerts
- **Security Controls:** Least privilege, Role-based access, Acceptable use
- **Documentation Systems:** Network diagrams, Runbooks, Standard operating procedures
- **Support Operations:** Ticket queues, Knowledge articles, Checklists
- **Troubleshooting Tools:** Ping, Traceroute, Command line
- **Governance and Handling:** Data handling, Export control, Access restrictions

EXPERIENCE

Network & Cloud Engineering Student Project Analyst

Pikes Peak University Network Lab September 2025 - August 2026 Colorado Springs, CO

Supported faculty-directed network and AWS sandbox operations for classroom demonstrations and student projects. Scope included enterprise networking, cloud administration, infrastructure automation, monitoring, asset control, documentation, and supervised technical review. Work helped students practice dependable infrastructure delivery within role-based access boundaries.

- Built and tested a segmented Cisco lab network with VLANs, IPv4 addressing, **TCP/IP** diagnostics, and wireless access points, producing a topology diagram that supported repeatable classroom demonstrations.
- Provisioned approved AWS sandbox resources with IAM **least-privilege policies**, tagging conventions, CloudWatch logging, and cost-tracking notes under faculty supervision, helping projects stay auditable and within budget.
- Created Terraform configuration for a small development environment, reviewed plan output with a technical instructor, and documented rollback steps before each lab deployment, reducing avoidable configuration risk.
- Monitored simulated service dashboards, collected ping, traceroute, system-log, and console evidence, then escalated suspected outages or security concerns through an assigned incident

Customer Service | Asset Inventory | Incident Documentation

LANGUAGES

English — Native

Spanish — Proficient

MY CAREER

- Network & Cloud Engineering Student Project Analyst at Pikes Peak University Network Lab (11 Months)
- Student Technology Support Practicum at Pikes Peak University Technology Services (4 Months)
- Cloud Security Research Assistant at Pikes Peak University Cyber Defense Lab (4 Months)

workflow.

- Maintained an asset inventory covering lab laptops, switches, cables, access points, **operating systems**, and cloud resources, reconciling serial numbers and **configuration records** before project reviews.
- Presented a runbook covering account setup, **backup verification**, access restrictions, and **first-level troubleshooting** to a six-member student project team and faculty evaluator, improving shared readiness.

Student Technology Support Practicum

Pikes Peak University Technology Services | January 2026 - May 2026 | Colorado Springs, CO

Delivered supervised, on-site technology support for campus users and academic events. Managed approved Windows, Linux, wireless, printing, connectivity, ticketing, documentation, and room-readiness tasks. Service work translated technical findings into clear guidance for students, faculty, visitors, and campus technicians.

- Delivered scheduled on-site support for students, faculty, visitors, and campus events, resolving approved Windows, Linux, wireless, printing, and **end-user connectivity** issues within written procedures.
- Used **command-line tools**, endpoint settings, and basic network tests to isolate DNS, DHCP, authentication, and cabling symptoms before escalating unresolved cases to campus technicians.
- Converted recurring support questions into concise **knowledge articles** and checklists, giving walk-up service sessions and **event technology** setups a more consistent starting point.
- Recorded ticket details, diagnostic evidence, device identifiers, and resolution notes in the student service queue, protecting account and device information during each case.
- Assisted with room technology checks before three academic events, validating projectors, wireless access, presentation laptops, and spare cabling against an event readiness checklist.
- Practiced **role-based access**, acceptable-use requirements, and supervised handling of **sensitive information** during weekly coaching sessions and service reviews.

Cloud Security Research Assistant

Pikes Peak University Cyber Defense Lab | August 2025 - December 2025 | Colorado Springs, CO

Contributed to instructor-led cloud security research using controlled AWS, Linux, and Windows lab environments. Responsibilities covered resource review, scripting, secure administration, logging, configuration comparison, **data handling**, export-control awareness, and technical presentation. Findings gave student researchers practical guidance for safer shared infrastructure.

- Evaluated a small **AWS** test environment for exposed storage, excessive permissions, missing tags, and incomplete logging using instructor-approved lab accounts and documented review criteria.
- Wrote Python and **PowerShell** scripts to inventory operating-system details, cloud resources, and **backup status**, then validated results against manually sampled records for dependable reporting.
- Configured Linux virtual machines and Windows endpoints for a controlled lab exercise covering **secure administration**, log review, authentication, and basic **incident triage**.
- Compared baseline and post-change configurations, recording findings in a research notebook and identifying changes requiring technical-lead approval before implementation.
- Prepared a six-page data-handling and export-control briefing that translated course guidance into practical steps for student researchers using shared infrastructure.
- Presented test results and remediation recommendations to a faculty-led lab group, separating confirmed observations, open questions, and issues requiring escalation.

PROJECTS

Terraform AWS Sandbox Blueprint | 2026

Created a repeatable Terraform blueprint for a supervised AWS development environment. Included resource tagging, IAM boundaries, logging checks, backup verification, cost notes, plan review, and rollback guidance. Work gave student teams a clear, safer path for lab experimentation.

Campus Event Connectivity Readiness | 2026

Prepared a practical readiness process for campus technology events, checking wireless access, projectors, presentation laptops, cabling, and end-user connectivity. Combined checklists, ticket notes, first-level troubleshooting, and escalation guidance so event staff could receive calm, timely support.

LEADERSHIP & AWARDS

- Dean's List, Pikes Peak University, Fall 2025 and Spring 2026
- Cyber Defense Lab Research Presentation Award, 2025
- Pikes Peak University STEM Achievement Scholarship Recipient, 2025-2026

CERTIFICATIONS

- AWS Academy Graduate - Cloud Foundations 2026
- Cisco Networking Academy - Introduction to Networks 2025
- Google Cybersecurity Certificate 2025
- Microsoft Learn - PowerShell Fundamentals 2025

PROFESSIONAL AFFILIATIONS

- Network Lab Peer Mentor, Pikes Peak University, 2025-2026
- Cyber Defense Club Workshop Coordinator, Pikes Peak University, 2025-2026
- Student Volunteer, Campus Technology Event Support Team, 2026

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST