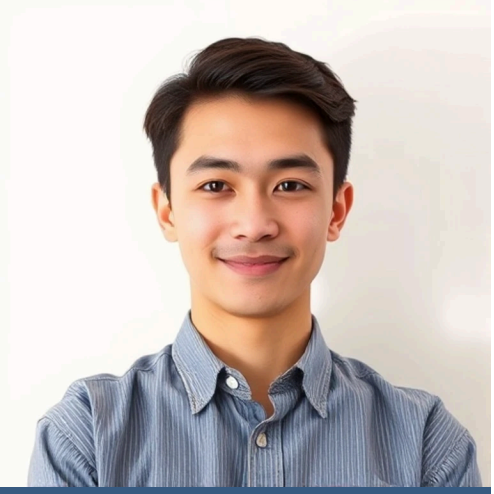

STRENGTHS

Problem Solving
Improved operational efficiencies by pinpointing network issues during latest project. Became a trusted resource for troubleshooting.

Team Collaboration
Excelled in collective efforts within academic teams. Peers trusted insights, fostering stronger partnerships across disciplines.

Technical Analysis
Observed and analyzed network performances driving actionable recommendations. Developed documentation aiding understanding of complex systems.

Communication Skills
Effectively articulated technical issues amongst non-technical audiences, empowering others through clearer understanding. Critical during faculty presentations.

Adaptability
Quickly responded to changing challenges within projects. Leveraged learning agility, effectively addressing new obstacles that arose.

SKILLS

Network Configuration

Troubleshooting LAN/WAN

TCP/IP Network Security

Documentation

Jaiden Klein

Network Support Engineer Intern

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SUMMARY

Dedicated Computer Science student emphasizing network protocols through hands-on projects and internships. Proficient in troubleshooting, configuration of various networking devices, and implementing security measures effectively. Valued as a collaborator, illustrated by contributions to performance-enhancing solutions. Excellent problem-solving skills complemented by the capacity to communicate complex concepts clearly both orally and in writing. Eager to contribute innovative ideas while continuing to develop professional skills in technology-driven environments.

EDUCATION

Bachelor's Degree in Computer Science

University of Texas at Austin GPA: 3.8 2026 Austin, TX

Coursework: *Data Structures, Networking Fundamentals, Database Systems, Web Development*

TECHNICAL SKILLS

- **Networking Tools:** Wireshark, Cisco Packet Tracer, SolarWinds
- **Hardware Platforms:** Routers, Switches, Firewalls
- **Programming Languages:** Python, JavaScript, C++
- **Operating Systems:** Windows, Linux, macOS
- **Security Standards:** ISO 27001, NIST, GDPR
- **Management Tools:** JIRA, Trello, Asana
- **Database Technologies:** MySQL, MongoDB, PostgreSQL
- **Cloud Platforms:** AWS, Azure, Google Cloud
- **Development Frameworks:** Django, Flask, Node.js
- **Version Control Systems:** Git, GitHub, Bitbucket

EXPERIENCE

Network Support Engineer Intern

University Project January 2026 - Present Remote

Aiming to strengthen technical abilities in network support, collaborating with peers to enhance lab connectivity and performance. Engaged in practical installation and configuration of critical network devices, cultivating analytical techniques and communication skills effective in resolving issues.

- Collaborated with peers to install and configure network devices, enhancing overall lab connectivity.
- Monitored network traffic, identifying bottlenecks that led to a significant improvement in data transmission speeds.
- Developed documentation for network configurations and troubleshooting, improving the support process efficiency.
- Participated in the design and implementation of a secure network environment, effectively applying best practices.
- Analyzed network performance data, providing actionable insights that foster long-term improvements.
- Created user guides for faculty and students, raising satisfaction and access to network resources.

Network Security Research Assistant

Academic Research September 2025 - December 2025 Austin, TX

Team Collaboration

Analytical Thinking

Performance Monitoring

Firewall Configuration

Wireless Technologies

Protocol Testing | Network Design

User Support | Security Policies

Network Architecture

LANGUAGES

English — Native

Spanish — Intermediate

MY CAREER

- Network Support Engineer Intern at University Project (6 Months)
- Network Security Research Assistant at Academic Research (3 Months)
- Network Optimization Developer at Hackathon Project (1 Months)

Served as an assistant on research focused on network security protocols. Collaborated closely with faculty to explore vulnerabilities and enhance training materials, showcasing strong teamwork in problem-solving and data analysis.

- Conducted deep research into network security protocols, influencing studies on their effectiveness against common threats.
- Assisted in analyzing simulated network attack data, yield insights informative about vulnerability management.
- Worked alongside faculty leading presentations at conferences, honing communication and collaboration skills.
- Designed experiments for testing networks, documenting results to feed future methodologies.
- Supported development of essential security training materials, encouraging cybersecurity awareness among peers.
- Engaged actively in brainstorming sessions enhancing strategic research approach.

Network Optimization Developer

Hackathon Project | March 2025 - April 2025 | Austin, TX

Developed a tool prototype aimed at real-time monitoring of network performance during a competitive hackathon. Focused on collaborative teamwork incorporating multiple networking concepts, demonstrating innovation and practical application.

- Developed a network monitoring tool prototype recognized for effectively identifying performance issues in real-time.
- Utilized Python along with simulation tools, ensuring scenarios modeled addressed optimization strategies.
- Presented project findings to faculty earning constructive feedback essential to iterate further.
- Collaborated with a four-person team integrating diverse networking concepts into project implementation.
- Conducted user tests refining interface and functionality based on participant responses.
- Documented phases of development ensuring knowledge transfer for subsequent initiatives.

LEADERSHIP & AWARDS

- Dean's List, University of Texas at Austin - Fall 2025
- Winner, University Hackathon 2025 - Network Optimization Challenge

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) 2026
- CompTIA Network+ 2026

PROFESSIONAL AFFILIATIONS

- Member, Computer Science Club, 2025 - Present
- Volunteer, Local Coding Bootcamp, 2025 - Present

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST