

DYLAN HIBBERT

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Summary

I am an extremely friendly and goal oriented hard and smart worker with excellent communication skills and a strong motivation to succeed. I am looking to gain valuable work experience, while simultaneously being able to remain a lifelong learner.

Skills and Traits

Ethical Hacker

- Experience with network penetration testing
- Able to execute MITM attacks and monitor data traveling in a variety of networks
- Capable of exploiting vulnerabilities that hinder network security
- Capable of performing website penetration testing and exploiting vulnerable web applications
- Proficient with use of Kali Linux virtual machine and its tools to aid in pen-testing activities for networks and web apps

Front-End Web Developer

- Able to successfully develop professional web pages using HTML5/CSS3
- Successfully developed websites for personal clients, including sites for digital entrepreneurship business & portfolio

Mac OS

- Proficiency using the Mac operating system to perform job functions
- Able to utilize the terminal for CLI navigation

Windows OS

- Proficiency using the Windows operating system
- Successful in utilizing the command prompt for file location, alteration, and system navigation

GitHub

- Able to utilize GitHub for remote access to files, team project collaboration, and repository management

Java

- Experienced in application support utilizing the Java programming language

Python

- Proficient in using Python programming language for software maintenance, application support and development

MySQL

- Experienced with database management and running queries using SQL

Linux

- Intermediate knowledge with Linux for directory navigation and file alteration

Arduino

- Proficient in coding with Arduino software to collaborate with hardware for prototype development

General Office Skills

- Able to successfully complete tasks as assigned
- Experienced in managing simultaneous projects

Communication

- Professional in tone and in addressing supervisors and coworkers
- Understand both verbal and non-verbal communication

Quick Learner

- Able to grasp new material quickly and provide quality results

Problem-Solver

- Capable of solving minor, intermediate, and advanced issues
- Results driven in acquiring the answer to complex issues regarding web applications, software, and other problems unrelated to technology

Collaboration

- Strong teamwork skills
- Work well with coworkers of various backgrounds, ages, and interests

Organization

- Extremely organized and neat both personally and professionally

Listening

- Able to follow directions and receive the best results after being instructed to complete a task

Critical Thinking

- Ability to provide a diverse view and think outside the box in critical situations

Initiative

- Eagerness to seek more work when assigned tasks are completed

Time Management

- Able to successfully plan accordingly with short notice

Employment

October 2022 - Present *ServiceNow* Santa Clara, CA

Technical Support Engineer

- Communicate with customers and support analysts to resolve technical issues
- Engage in back end table investigation to provide immediate remedies for technical errors
- Run scripts using JavaScript language to aid in creating back end records
- Manage case tasks and incidents appropriately to ensure timely review of more critical errors with higher priorities
- Run API calls to customer instances to view payload parameters and assist with application installations
- Work alongside Software Engineers to come up with effective solutions to issues that block customer productivity
- Participate in daily stand ups with team to provide updates and collaborate on case tasks and incidents

March 2022 - October 2022 *Cell Signaling Technology* Danvers, MA

Application Support Analyst

- Utilize Jira workflow software to respond to tickets
- Collaborate with customers to resolve technical issues
- Participate in weekly team meetings for production support
- Research, troubleshoot and respond to client's queries
- Triage tickets to coworkers across immediate and external teams
- Utilize SQL to query company database and add new employee records
- Log recurring reported issues into Google Spreadsheets for documentation
- Complete analysis and update employee permissions in production and test platform environments

June 2021 - March 2022 *Infosys* Hartford, CT

Application Support Analyst

- Debug client software programs to meet satisfactory standards
- Utilize SQL for database management, as well as Java, Python, and Linux for application support
- Experience using ITIL to perform predictable service delivery to company clients
- Perform use of a ticketing system to research, troubleshoot and respond to client queries

Certifications

- Application Support Intensive - Infosys Program Certificate
- ITIL Awareness - Certificate of Completion
- HTML5/CSS3 - Certificate of Graduation
- JavaScript - Certificate of Graduation
- Certificate of completion received for successfully completing world-class programming training through Woz U

Projects

1. Operation Comfort

- Utilized the Arduino software with a team of fellow engineers to collaborate with hardware in order to create a prototype to soothe premature infants at the local NICU unit

2. Hospital Environmental Monitoring System

- My team of engineers and I utilized the Arduino software and built a prototype to create a COVID-19 humidity level monitoring system

Education

Class of 2018 graduate *Sabis International Charter School* Spfld, MA

Class of 2023 *Southern New Hampshire University* Man, NH

Accomplishments

- Completed world-class programming training through Woz U
- General education completed
- Sophomore year for BS in Aeronautical Engineering completed
- Successfully engineered a prototype for premature infants at the local NICU unit while attending Southern New Hampshire University

- Successfully engineered a motion sensing, COVID-19 oriented prototype, capable of reading the humidity levels and temperature of a given space
- AAAE (American Association of Airport Executives) club treasurer

References

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