

SAMUAL A. MICHAEL

ENTRY-LEVEL CYBERSECURITY ANALYST

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PROFESSIONAL SUMMARY

Cybersecurity and Network Engineering student (GPA 3.46) with three Cisco CCST certifications and hands-on IT Help Desk experience. Manage endpoint patching for 300+ student laptops, support security-alert validation, and have proposed and led three technology projects adopted by Saint Paul College. Building practical security skills through Active Directory, Windows Server, Linux, networking, and a continuously rebuilt home lab.

CORE SKILLS

Security & Systems: Ivanti Neurons, Active Directory, Windows Server 2022, Linux, BitLocker, Wireshark

Networking: Cisco Packet Tracer, TCP/IP troubleshooting, ping, ipconfig, tracert, nslookup, netstat

Support & Platforms: TeamDynamix, Microsoft 365, LabStats, VMware, imaging/reimaging, endpoint diagnostics

Scripting & Development: Python, PowerShell, HTML, Tkinter, PyInstaller

PROFESSIONAL EXPERIENCE

IT Help Desk / Front Desk Support | Saint Paul College

Feb 2025 - Present

- Manage monthly Ivanti Neurons patching for 300+ student endpoints; verify deployments, troubleshoot failed/missed patches, escalate unresolved issues, and report monthly patch-compliance results to the security team.
- Successfully upgraded 300+ Lenovo V14 student laptops from 8 GB to 16 GB RAM with zero hardware damage.
- Troubleshoot passwords/MFA, Wi-Fi, D2L, Microsoft 365, printers, Windows/software, computers, and network connectivity; manage support tickets in TeamDynamix.
- Respond to suspicious-login alerts by physically validating endpoint activity and communicating real-time findings to the security team through Microsoft Teams.
- Train new IT work-study employees and initiated/led three approved technology projects, coordinating with multiple college departments from proposal through implementation.

SELECTED PROJECTS

Student Technology Initiatives | Saint Paul College

- Multilingual Video Guides: proposed and led production of approximately 45-50 step-by-step technology videos in up to 7 languages using Adobe Premiere Pro and Photoshop.
- Technology Orientation Knowledge Base: proposed and built an HTML/TeamDynamix resource that was approved and published for new-student technology guidance.
- Student Support Kiosk: proposed, developed, presented to staff/management, and deployed a Python/Tkinter/PyInstaller self-service application for common student technology questions.

[Video Guides](#) | [Technology Quick Guide](#)

Cybersecurity & Network Home Lab

- Built ISP router -> lab router -> Windows clients, Windows Server 2022, and Linux VPN server; configured AD DS/domain-joined clients and practice users, groups, OUs, Group Policy, BitLocker, VMware, Wireshark, and networking tools.

EDUCATION & CERTIFICATIONS

Saint Paul College | Saint Paul, MN

A.A.S. Cybersecurity - Expected May 2027 | A.A.S. Network Engineering - Expected May 2027 | A.A.S. Network & System Administration - May 2026 | GPA: 3.46/4.00

Cisco CCST Cybersecurity (May 2026) | Cisco CCST Networking (Dec 2025) | Cisco CCST IT Support (Dec 2025)

PROFESSIONAL DEVELOPMENT & LANGUAGES

Secure Minnesota Conference - Full-Day Attendee, Apr 2026 | Cyber Ready Professionals Consortium - Member | NCSA - Member

Languages: Tigrinya (Fluent), Amharic (Intermediate), Arabic (Intermediate), ASL (Beginner)