

# Steven Richards

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## COMPETENCIES & SKILLS

**Cybersecurity:** Network scanning, defense-in-depth, patching, incident handling, common hacker methodologies and counter measures

**Networking:** DHCP, DNS, OSPF, VLANs, Link Aggregation, Spanning Tree Protocol

**Tools:** Active Directory, Tcpdump, Wireshark, Nmap, Metasploit, Hashcat, John the Ripper, Volatility, Docker, Docker Compose, Kubernetes

**Hardware/OS:** Cisco routers and switches, Windows, Unix/Linux

**Languages:** Python, Bash, Powershell, Java, Javascript, SQL

**Functional:** Documentation, oral and written communication, translating technical jargon to non-technical users, analysis, complex problem-solving

## EDUCATION & CERTIFICATIONS

**SANS Technology Institute, Cyber Academy**

**Jun 2025**

**Western Governors University, Bachelor of Science, Computer Science**

**Jan 2025**

**Washtenaw Community College, Associate of Applied Science, Cybersecurity**

**May 2023**

**GIAC:** Certified Incident Handler (**GCIH**), Security Essentials Certification (**GSEC**), Foundational Cybersecurity Technologies (**GFACT**), Critical Controls Certification (**GCCC**) (In progress)

**Red Hat:** Red Hat Certified System Administrator (**RHCSA**)

**Cisco:** Cisco Certified Network Associate (**CCNA**)

**CNCF:** Kubernetes and Cloud Native Associate (**KCNA**), Certified Kubernetes Administrator (**CKA**) (In progress)

## CYBER PROJECTS & ENGAGEMENT

### USCC Cyber Quest 2025

- Finished in top 3% of participants, earning entry to a week long Cybersecurity boot camp

### WiCyS Security Training Scholarship 2024

- Finished in top 5% of participants after multiple rounds of Capture The Flag (CTF) competitions
- Earned a full scholarship for 4 SANS courses and accompanying GIAC certifications

### Home Lab

- Running multiple hypervisors: Proxmox, TrueNAS Scale, and unRAID
- Integrating Proxmox virtual VLANs with VLANs on physical switches
- Self-hosting multiple applications at home using Docker Compose and Kubernetes
- Self-hosting a publicly accessible website on a VPS using Docker Compose
- Management of public DNS records on Cloudflare, as well as private DNS at home

## EXPERIENCE

### IT Field Support, Dexian/Disys

**Oct 2022 – Present**

- Deploy and configure new computer systems, including hardware setup, operating system installation, and software customization
- Manage and maintain computer equipment inventory, ensuring adequate supply and proper asset tracking
- Assist in the planning and executing technology refresh cycles, ensuring hardware and software compliance
- Configure mobile devices and provide support for mobile applications and email synchronization
- Develop training materials and train users to use hardware and software properly
- Write scripts to automate system administration tasks
- Reset passwords and configure access to servers and file management software for users
- Provide technical support to end-users, troubleshooting and resolving hardware and software issues

### Service Desk Technician, Nuspire

**Dec 2021 – Sept 2022**

- Operated ticketing software to ensure prompt customer support
- Created accounts and reset passwords in multiple software systems, including Active Directory
- Performed troubleshooting of daily IT desktop client issues, supporting multiple departments and various office