

# Cassandra Foster

IT professional with 7 years of help desk experience and growing expertise in software development, cybersecurity, and AI. Skilled in solving technical issues and supporting secure, innovative IT solutions.

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## EXPERIENCE

### **Compucon, Meridian, MS — IT Field Engineer/Project Management**

June 2024 - August 2024

Provided tech support for PCs and Microsoft apps, performed upgrades, managed inventory, and handled support tickets.

### **TTEC, Remote — Service Desk Analyst (FEMA)**

September 2022 - October 2022

Supported PC hardware/software, performed upgrades, managed inventory, and resolved tickets promptly.

### **Pomeroy (Raytheon), Forest, MS — Cyber Security Desktop Support**

February 2022 - May 2022

Managed Active Directory accounts and devices, supported SCCM and network issues, identified vulnerabilities with Tenable, applied security patches, and used ServiceNow to track work.

### **Kelly Services (Weir ESCO), Newton, MS — Desktop Specialist**

March 2020 - January 2022

Managed user access with Active Directory, fixed hardware/software issues, trained 200+ users on key software after a cyber attack, and used ServiceNow daily for support tickets.

### **Apex Systems (Cox Automotive), Hattiesburg, MS — Desktop Support II**

July 2018 - August 2018

Used ServiceNow daily to handle tickets and fix tech issues. Helped maintain security standards and managed a Windows domain infrastructure.

## SKILLS

Project Management

ITIL

Cyber security Incident Management

Java, Python, SQL, AWS

Artificial Intelligence

## LANGUAGES

English

**Vivint Smart Home, Meridian, MS — *Home Security Technician***

October 2017 - May 2018

Installed and maintained smart home devices, fixed network issues, and helped customers use mobile apps to control their systems.

**Fikes Wholesale, Meridian, MS — *IT Field Technician/Helpdesk***

August 2013 - December 2015

Managed access controls for secure areas. Set up and supported workstations, mobile devices, and hardware for new and existing stores. Provided tech support and training to customers on proper equipment use.

**EDUCATION**

**Mississippi Coding Academies - *Workforce 360- Program (2025)***

March 2025 - June 2025

Hands-on experience in AI, cybersecurity, IT support, web development, and digital literacy, with skills to address real-world tech challenges.

**University of West Alabama, Livingston, AL — *Bachelor of Science in Information Technology***

May 2010 - December 2012

Strong knowledge of computer systems and engineering principles, including networking, cybersecurity, IoT, programming, hardware support, and technical reporting.