

# 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.

## Portfolio

<https://dylanhibbert.info>

## 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 it's 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, alternation, and system navigation

### **GitHub**

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

### **Java**

- Experienced in coding and application support utilizing the Java programming language
- Able to generate simple and intermediate coding software for multi-use purposes

### **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 and create prototypes

### **General Office Skills**

- Successfully completes tasks as assigned
- Experienced in managing simultaneous projects

### **Communication**

- Professional in tone and in addressing supervisors and coworkers
- Understands 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
- Utilizes other skills to excel in completing tasks with other teammates/coworkers

**Organization**

- Extremely organized and neat both personally and professionally
- Able to handle multiple projects, or tasks simultaneously

**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 of 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 analysts to resolve technical issue
- Engage in back end work 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
- Work alongside Software Engineers to come up with rapid solutions that delay customer productivity
- Attend daily stand ups to update team on progression toward resolutions for 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

Sept 2019 - Feb 2021 *GAT Airline Ground Support* Windsor Locks, CT

### **Ramp Agent**

- On load / off load luggage onto and off of aircraft
- Deliver passenger luggage to baggage room via tug
- Clean the cabin of the aircraft

- Insert chocks under main gear of aircraft
- Set cones around perimeter of aircraft
- Wing-walk aircraft to/from the gate
- Visually inspect aircraft
- Marshall aircraft to gate
- Break ride aircraft to other areas of airport
- Perform aircraft “push-back” during departures

Jan 2020 - March 2020 *Delta Global Services* Windsor Locks, CT

**Ramp Agent**

- On load / off load luggage onto and off of aircraft
- Deliver passenger luggage to baggage room via tug
- Clean the cabin of the aircraft
- Insert chocks under main gear of aircraft
- Set cones around perimeter of aircraft
- Wing-walk aircraft to/from the gate

Aug 2019 - Sept 2019 *Menzies Aviation* Windsor Locks, CT

**Ramp Agent**

- On load / off load luggage onto and off of aircraft
- Deliver passenger luggage to baggage room via tug
- Insert chocks under main gear of aircraft
- Set cones around perimeter of aircraft
- Wing-walk aircraft to/from the gate
- Marshall aircraft to gate

July 2019 - Aug 2019 *FedEx Ground* Willington, CT

**Package Handler**

- Work collectively with other individuals in a fast paced environment to successfully unload packages off of trailer
- Ensure that packages are being placed on the correct conveyor belt

May 2019 - July 2019 *C&S Wholesale Grocers* Westfield, MA

**Incentive Selector**

- Select packages in a -20°F, fast paced warehouse environment
- Communicate verbally with a computer when selecting packages to ensure the correct package is chosen
- Transport packages with a pallet jack to designated trailer door, where they will be loaded onto trailer and delivered to destination

Sept 2018 - May 2019 *Southern New Hampshire University* Manchester, NH

**CETA Building Assistant**

- Completed rounds in CETA (College of Engineering, Technology and Aeronautics) building to ensure that all equipment in each class was in tact
- Completed rounds in CETA building to take an official count of the number of individuals per classroom

July 2017 - Aug 2017 *Mercy Hospital* Springfield, MA

#### **Administrative Assistant Intern**

- Charted patients' folders alphabetically by last names into designated boxes
- Transported patients to designated rooms within hospital

Sept 2015 - Aug 2017 *Martin Luther King Family Services* Springfield, MA

#### **Peer Health Advocate**

- Educate youth ages 14+ about community health issues and risks
- Outreach to community organizations to provide Peer Health Education Awareness workshops
- Participate in weekly staff meetings, completed assigned tasks and weekly work progress log as instructed
- Attend PHA educational trainings, informational webinars and planning retreats when requested
- Completed 15 hours of work readiness training through New England Farm Workers Council Youth Works Summer Program

### **Certifications**

- Application Support Intensive - Infosys Program Certificate
- ITIL Awareness - Certificate of Completion
- HTML5/CSS3 - Certificate of Graduation
- JavaScript - Certificate of Graduation
- Certified to break-ride aircrafts from terminal gates to remote area of airport
- Certified to perform aircraft pushback during departures and/or when moving aircraft to remote area of airport
- Certificate of completion received for successfully completing world-class programming training through Woz U

### **Projects**

- **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

- **Hospital Environmental Monitoring System**
  - Myself and my team of engineers utilized the Arduino software and built a prototype to create a COVID-19 humidity level monitoring system
- **Hibbert Development**
  - Personal project created for my freelancing business utilizing HTML5/CSS3 and JavaScript
- **The Descriptive Perception**
  - Personal web development project created for my coding portfolio

## 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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