

ELIZA NIP

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Professional Work Experience

The Partners Group

Jun 2020-Sep 2020

IT Intern

Responsibilities:

- Monitor kayako ticket systems, provides hardware and software technical support including imaging Surface Pro for new hires and offboarding employees, troubleshooting software issues for employees.
- Review current company practice and research on utilizing OneDrive, Microsoft 365 practices for the company's intranet.

Achievements:

- Designed & implemented a 3 months long phishing campaign to reduce likelihood employees would click on suspicious messages.
- Help the IT director to roll out a new security framework that will meet the current company's needs.
- Learned to use PowerShell and helped implement an automated process to check all system's bitlocker status and recovery key within AD.

Oregon State University

Jun 2019 - Sep 2019

Orange Card Specialist

Responsibilities:

- ID re-card project at OSU, provides technical support such as reprogramming prox readers, writing queries for departmental re-card requests, provides technical support to OSU cascade ID office.

Achievements:

- Helped the ID center back-office finish the OSU ID re-card project in 3 months while other departments are not done with the re-card project until Spring of 2020
- Open the car printer due to abnormal operational noise from the machine, discover the MiFare chip reader is unplugged after the manufacture repair.

ID Center Office Assistant

Jun 2016 - Current

Responsibilities:

- Creates ID cards for OSU members, troubleshooting ID cards and card printers, regular office duties such as answering phone calls and customer services, leads the front office student workers hiring process and training.

Achievements:

- Suggested new procedure to replace current passport photo procedure and increased overall efficiency
- Provide assistance and print their ID cards to 3 groups of visiting scholars in a timely manner.

Education

Oregon State University

Computer Science Applied: Web development & Security

Dec 2020

Member of **SHPE** (Society of Hispanic Professional Engineers)

Oregon State University Chapter-Region 1

Project

CS 477 Digital Forensic - Maud suspect murder case (Class project)

- Collect digital evidence, analyze registry, shellbags, and emails using forensic tools such as Autopsy, FTK, hex editors.

Skills

OS environment: Mac, Windows, Kali Linux

Tools: Kayako Ticketing System, Microsoft Office suite, Access, Office 365, Wireshark, VMware, Rstudio, Autopsy, FTK

Technical Language: Python (Basic), SQL (Basic), HTML/CSS (Basic)

Framework: React.js, Emotion, Node.js

Language: Cantonese (Native), Mandarin (Native), German (Elementary)