TIYA NELSON

CERTIFICATIONS

CompTIA ITF+
CompTIA A+
CompTIA Security+
RHCSA (In Progress Spring 2026)
Lean Six Sigma (In Progress Spring 2026)

CONTACT INFO

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EXPERIENCE

INFORMATION ASSURANCE, SCHRIEVER AFB

May 2025 – present

- Provide daily support for Collateral, SCI, and SAP systems per DoD security policies.

- Configure and secure Linux and Windows-based information systems; establish software configuration controls and manage system interfaces.

- Perform RMF tasks: review/update authorization packages, manage cybersecurity evidence, and conduct inspections using NIST and DoD frameworks.

- Administer account lifecycle across multiple authorization domains, support COMSEC equipment, and manage removable media accountability.

- Provide help desk support and end-user troubleshooting for government-issued laptops and secure communications platforms.

APPLICATION SECURITY INTERN, HENNEPIN COUNTY

January 2025 – present

- Contributed to the testing, development, and deployment of secure web and mobile applications using modern programming languages, frameworks, and practices, including OOAD, OOP, TDD, and secure coding.

- Performed security testing (SAST, DAST, and penetration testing), remediated vulnerabilities, conducted code reviews, and collaborated with cross-functional teams to deploy applications on Azure following industry standards and emerging cybersecurity trends.

- Built CI/CD pipelines to support secure software delivery.

- Tools Used: Checkmarx, Azure DevSecOps, GitHub, VS Code, Debian Linux, VMware, Veracode.

INTELLIGENCE ANALYST, MN ARMY NATIONAL GUARD
July 2024 – present

- Analyze intelligence threats and support mission planning in classified environments.

- Prepare and brief threat assessments to leadership to guide operational decisions.

INFORMATION TECH SPECIALIST, NORMANDALE COLLEGE
March 2024 – May 2025

- Managed digital identities and authentication across LAN/WAN and cloud systems; supported Microsoft 365 Defender and Cisco ISE alerts.

- Delivered phishing awareness training and cybersecurity workshops for staff; performed MFA resets via Microsoft Entra.

- Administered IoT and endpoint devices across campus and provided printer/server support using PaperCut.

- Tools Used: Azure, Cisco Identity Services Engine (ISE), Microsoft 365 Defender, Microsoft Entra, Papercut (printer server management)

HELP DESK ANALYST, FAEGRE DRINKER
August 2023 – March 2024

- Provided advanced troubleshooting for software, hardware, Cisco VPN, Citrix Any Connect, LAN, Enterprise Microsoft 365, Microsoft Teams, and WAN issues,

- Provided Tier 1/2 support for VPN, Citrix, Windows 10, and Microsoft 365 issues.

- Managed Active Directory user accounts and Exchange mailbox permissions.

- Ensured legal confidentiality standards through secure access control for sensitive documents.

IT ANAYLST, NORMANDALE COLLEGE
February 2023 – August 2023

- Microsoft 365 Enterprise technical support.

ASSET MANAGER, MINNESOTA ARMY NATIONAL GUARD
May 2019 – May 2022

- Installed, spliced, and tested fiber optic and copper network cables; configured and verified connectivity for switches, routers, laptops, and mobile devices.

- Imaged and deployed laptops and tablets; provided statewide IT support across Minnesota recruiter offices, resolving issues with devices, printers, and network infrastructure while managing inventory.

- Managed user onboarding, including Active Directory account setup, device imaging and deployment, and IT policy orientation for new staff.

IT & CREDIT SPECIALIST, US BANK
May 2017-May 2019

- Performed Tier 1 & 2 help desk support, including troubleshooting software, hardware, and LAN/WAN connectivity issues across user environments.

COFFEE STORE MANAGER, STARBUCKS
May 2011-May 2017

- Managed coffee shop inventory and supply chain organization efficiently.

EDUCATION

**LAKE SUPERIOR COLLEGE
A.A.S NETWORK ADMINISTRATION AND
CYBERSECURITY**

- Training: Cisco switches, Palo Alto firewalls, VMware, Wireshark, Microsoft Server (DHCP/DNS/AD).

SKILLS

Technical: Python, Network Automation, Hypervisor Management, Linux, Windows 10/11, Windows Server2012R2/2026

Soft Skills: Agile Leadership, Technical Writing

BEMIDJI STATE UNIVERSITY
B.A.S APPLIED MANAGEMENT
Fall 2024 – Spring 2026

Processes: SDLC, Secure Coding, TDD, OOAD, RMF, STIGs

ADDITIONAL TRAINING

Metro State Cyber Range
September 2024 – October 2024

- Hands-on incident response training as part of a SOC team.
- **Tools Used:** Zeek (intrusion detection), Nessus (vulnerability scanning), Palo Alto Firewalls (log analysis), Wireshark (packet capture and analysis), Splunk (SIEM/log analysis), Microsoft Event Viewer (system and security log review)

Cyber Security Summit
March 2024 – October 2024

- Served as an Associate Program Manager, gaining insights into cybersecurity leadership.

NSA Cyber4Heroes
January 2023 – August 2023

- Practical cybersecurity training in hardware configuration, offensive and defensive network security.