

Magnus Cromwell

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Education

University of Texas at San Antonio (August 2019 - May 2023)

- **GPA:** 3.46 / 4.00
 - **Major:** BS Computer Science with Cyber Operations Track
 - **Coursework:** Computer and Info Security, Mobile and Wireless Networks and Technologies, Cyber Operations, Unix and Network Security, Penetration Testing
 - **Reader/Grader:** Intro to Programming I (graded assignments and provided feedback to students)
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Technical Skills

Programming (Python, Bash, Perl, SQL, C, Java, Javascript, HTML), System Administration, Network Management, Web Development, Operating Systems, Virtualization, Digital Forensics, Security Tools

Interpersonal Skills

Customer Service, Teamwork, Communication, Adaptability, Time Management, Problem Solving

Professional Experience

Elite Service Representative | iHOUSEweb, Inc. (November 2023 - Current)

- Handle inbound calls, emails, and tickets, addressing various client inquiries ranging from billing assistance to technical troubleshooting
 - Utilize tailored software for website development and support, including HTML coding and template-based content creation
 - Provide technical support for web hosting clients, including DNS record management, domain pointing, email servicing, and updating content on their websites
 - Collaborate with engineering and management teams to escalate and resolve complex issues
 - Guide and shadow new employees on client communication and navigating internal systems
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Technical Projects

Kiosk Setup Project at "The Z" Men's Club | Fall 2023

- Configured kiosk web-browsing machines for a local organization, ensuring controlled access and security as well as ease-of-use for clients
- Installed Windows OS with administrator and restricted kiosk accounts for seamless browsing
- Implemented custom rules for user privacy and tested configurations for uniform functionality
- Assembled backup machines and provided management with documentation for troubleshooting

Unix and Network Security Projects with UTSA | Spring 2023

- Conducted a network and file system analysis of an exploited university server
- Recovered data from disk images with hidden or corrupted partitions and various file systems

Computer and Info Security Projects with UTSA | Fall 2022

- Deployed and managed Linux-based operating systems on physical and virtual machines with security measures for a research environment
- Evaluated various systems for weaknesses and crafted exploits to acquire shells, escalate privileges, and establish remote persistence

Cyber Operations Project with Madonna Center | Spring 2022

- Collaborated remotely in assessing a local organization's cyber security posture and proposed security policy improvements
- Prepared training packages and security policy letters for employee education on proper email and Personally Identifiable Information (PII) usage in the workplace