DOMINIQUE LONG

IT Support | Cybersecurity Student

CONTACT INFORMATION:

Email:
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EDUCATION:

B.S. Cybersecurity
Charter Oak State College
GPA: 3.5 / 4.0
Expected: 2027

A.S. Cybersecurity & Homeland Security
CT State Community College
Completed: May 2025
Dean's List: 2024 & 2025

WORK EXPERIENCE:

IT SUPPORT INTERN
Dassault Systèmes, Waltham, MA | February 2026 – Present

- Provide Tier 1 support for hardware, software, account access, endpoint, and peripheral issues in an enterprise environment.
- Prepare laptops for new employees, assist with application setup, and guide users through initial device onboarding.
- Support user accounts, permissions, login issues, and access requests through Active Directory and related systems.
- Document incidents, troubleshooting steps, resolutions, and escalation details to support consistent service.
- Created a custom HTML walk-up support portal to improve user intake and in-person support workflows.
- Developed interactive onboarding tutorials for device setup, enterprise applications, and common IT processes.

TELEMETRY TECHNICIAN — ICU
Hartford HealthCare, Meriden, CT | November 2017 – January 2025

- Monitored real-time cardiac alerts and escalated critical findings to nursing and clinical staff according to established protocols.
- Maintained accurate documentation in a compliance-driven environment requiring attention to detail and timely decision-making.
- Worked calmly under pressure and communicated clearly with multidisciplinary teams during urgent situations.

PATIENT CARE TECHNICIAN
Abbott Terrace, Waterbury, CT | December 2013 – October 2017

- Monitored residents, reported changes or incidents to supervisors, and maintained accurate documentation.
- Supported patients and staff while following established procedures and privacy requirements.

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IT Support Intern | Cybersecurity

TECHNICAL SKILLS:

SIEM & SOC Tools:
Microsoft Sentinel, Log Analytics Workspace, Azure Monitor, Splunk

Cloud Platforms:
Azure, Resource Groups, NSGs, DCR, DCE, AMA

Identity Management:
Active Directory, Group Policy, user and group provisioning

Scripting & Querying:
KQL, PowerShell, Python, SQL

OS & Endpoint:
Windows, Linux, Sysmon, Windows Event Logs, Event Viewer

Virtualization:
Vmware

SKILLS:

IT Support:
Hardware and software troubleshooting

Security & Monitoring:
Microsoft Sentinel, Log Analytics, Azure Monitor, SIEM monitoring, alert triage

Scripting & Querying:
KQL, PowerShell, Python, SQL

Systems & Tools:
Windows, Linux, Apple, Kali, Ubuntu

PROJECTS:

MICROSOFT SENTINEL & AZURE — SOC LAB

- Built an end-to-end SOC monitoring environment in Azure using Microsoft Sentinel and Log Analytics to collect and analyze Windows security events.
- Generated and investigated authentication and security activity on a Windows virtual machine using KQL queries.
- Installed Sysmon to capture process, registry, and network telemetry for improved endpoint visibility.
- Troubleshot log-ingestion issues and created custom Data Collection Rules to ingest Sysmon operational logs into Sentinel.

PYTHON HONEYPOT

- Developed a Python-based honeypot that simulated a login service and captured unauthorized authentication attempts.
- Logged failed login activity with timestamps, usernames, and source information for analysis.
- Added basic lockout and rate-limiting logic to observe brute-force patterns and repeated credential attempts.
- Reviewed captured data to better understand credential abuse and common attacker behavior.

INTERACTIVE IT ONBOARDING GUIDE

- Created an interactive new-hire tutorial covering device setup, enterprise applications, and common IT processes.
- Designed the content to make technical instructions easier for remote and in-office employees to follow.