

Carmelo Sanchez

(248) 880-5672

Sanccarm@mail.gvsu.edu

Allendale, MI 49401

Education

B.S. Cybersecurity, Grand Valley State University

- Additional Coursework in **Secure Software Engineering, Digital Forensics, Wireless and Wired Network Engineering, Linux Systems Management**

Skills

- Excellent **Risk Assessment, Team Leadership, Adaptability, Problem Resolution, Client Support**
- Experienced in **Linux/Ubuntu, Python, Go, Wired Systems, Wireshark**
- Familiar with **C, Wireless Systems, Splunk**

Experience

IT Services Asset Management Internship, Grand Valley State University, Allendale, MI

August 2024 – December 2024

- Audited departmental assets using **TeamDynamix** and developed solutions to enhance the tracking of incoming and end-of-life machines.
- Utilized **Splunk** to monitor and identify unused and miscounted machines.
- Analyzed machine life-cycles to identify and address life-cycle issues.

IT Services, Grand Valley State University, Allendale, MI

October 2022 – Current

- Manages **IT ticket triage** in **TeamDynamix**, guaranteeing swift problem resolution via email and tickets.
- Assisted phone calls to troubleshoot **software** and **hardware** problems.
- Resolved **software** and **hardware** issues for students and faculty in-person.
- Directed regular service for **computer, printers, and other office technology**.

Projects

GVGameLauncher – *A small, GVSU themed game launcher developed using **Go, in Godot 4**. Utilizes **Google Firebase's blob storage and authentication** which hosts a variety of games to download and play. All downloadable games were developed in **Python**.*

Personal Mail Server – *A personal email server deployed on a home server using **Docker**. Utilized **Cloudflare DNS, Smtplib2Go, and MailCow**. Depreciated due to insufficient resources.*

Previous Employment

Team Lead, Cold Stone Creamery, Novi, MI

February 2022 – August 2022