

Melissa L. Travirca

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Professional Summary

Accomplished Cyber Operations Specialist with the Army National Guard, excelling in network vulnerability assessments and Cybersecurity measures. Works well independently and collaboratively to achieve an organization's overall Cybersecurity goals. Proficient in providing technical support and managing user accounts using Active Directory, ensuring minimal downtime and secure operations. Experienced in configuring and troubleshooting LAN/WAN, VoIP, and network security systems to support military communication networks. Demonstrated ability to manage IT infrastructure, including switches, routers, and desktops.

Knowledge and Skills

Advanced Troubleshooting Procedures | Automated Information System | Workstation with Peripheral Device(s) Configuration | Microsoft Active Directory | Network Security | Windows & Linux | Virtualization and VDI | Syslogs Analysis | User Account Management | Voice over Internet Protocol (VoIP) Devices | Local Area Network (LAN) | Incident Response | Network Traffic Analysis | Database Administration | Endpoint Detection and Response | Scripting (Python, PowerShell, Bash) | Security Information & Event Management (SIEM)

Relevant Clearance, Certifications, Training, and Education

Clearance | Active Top Secret Clearance (TS/SCI)

EC-Council Certified Ethical Hacker (CEH) | 5/2024

- Ethical hacking and penetration testing methodologies
- Foot-printing and reconnaissance techniques for gathering information about a target
- System hacking methods, including password cracking and privilege escalation

CompTIA Security+ | 2/2024

- Network security concepts, including encryption, protocols, and secure network design
- Threats, vulnerabilities, and attacks, such as malware, social engineering, and DDoS attacks
- Access control and identity management, including authentication methods and access control models

Cyber Operations Specialist (17C) MOS Training | Fort Gordon Cyber Center of Excellence | 10/2025

- Conducted both offensive and defensive Cyber operations, assessed vulnerabilities on both Linux and Windows Operating Systems (OS), and practiced exploitation in a sand-boxed environment

IT Specialist (25B) MOS Training | Fort Gordon Cyber Center of Excellence | Honor Grad | 3/2024

- Installed, operated, maintained and performed field level maintenance on computer systems, Information Technology (IT) networks, and cable and wire communication systems

Bachelor's degree | University of South Alabama | B.S. Professional Health Sciences | 5/2016

Work Experience

Cyber Operations Specialist 17C | Alabama Army National Guard | 10/2024 – Present

- Experienced in digital forensics, memory analysis, and artifact recovery on Linux and Windows systems
- Conducted threat hunting and malware detection using commercially available and proprietary tools to detect any signs of compromise and remove any persistence typically found by malicious actors
- Defended networks by utilizing in-depth analysis on network and host-based devices for signs of threats
- Created PowerShell and Bash scripts to achieve automation with vulnerability scans and improve efficiency of related tasks

IT Specialist (25B) | Alabama Army National Guard | 2/2023 – 10/2024

- Conducted basic network vulnerability assessments and implemented preliminary Cybersecurity measures, reducing potential security threats
- Provided technical support to personnel, assisting with troubleshooting and issue resolution, resulting in a 15% decrease in downtime
- Use Active Directory to manage user accounts, group policies, and security protocols, ensuring compliance with security policies
- Assisted in managing secure communication networks, ensuring reliability and security for military operations, leading to a 25% improvement in communication efficiency
- Assisted with daily operations of the Army's IT infrastructure, including switches, routers, and desktops, contributing to an increase in operational efficiency

Point-of-Sale System Operator/Store Worker | Keesler Air Force Base Commissary (DECA) | 9/2022 – Present

- Utilize the store's inventory management system to assist customers with locating products, providing accurate information, and ensuring a positive shopping experience
- Manage inventory by using digital tools to restock shelves, organize products, and ensure accurate labeling
- Operate point-of-sale systems to process transactions efficiently, addressing customer inquiries and complaints using customer service software
- Conduct regular inventory checks using handheld scanners and report discrepancies to management through the store's inventory management platform
- Team won the "Best Seasonal Display" among Mississippi Commissaries in Summer 2023, while also contributing to the Commissary's recognition as "Second Best Commissary" in Mississippi in January 2024

Automated Supply Management Specialist | Alabama Army National Guard | 7/2017 – 9/2023

- Utilized DTS for travel reimbursements to Army training schools and to over 20 Honor Guard Ceremonies
- Supervised new Soldiers returning from Advanced Individual Training (AIT) for their first Drill ensuring they were always in the right place, at the right time, and in the right uniform
- Supervised the complete overhauling of Fort Byrd's Army Supply Department for maximum efficiency
- Maximized communication efficiency between 2nd Platoon Soldiers by creating a WhatsApp Chat Room during our two weeks of Annual Training ensuring information was easily disseminated
- Maintained 100% supplies and equipment accountability during my tenure working in my department
- Awarded the Army Merit Award during Annual Training in 2020 and 2024 for going above and beyond

Certified Pharmacy Technician | Various Companies | 6/2015 – Present

- Leveraged communication platforms to coordinate with doctors, nurses, and insurance companies for medication refills, prior authorizations, and resolving insurance rejections
- Employed a digital filing system to organize prescriptions by date and drug class, adhering to Drug Enforcement Administration (DEA) Standard Operating Procedures
- Designed and implemented a digital filing system, and maintained accurate and up-to-date electronic profiles, reducing physical file sizes by 50% and improving retrieval efficiency

Customer Service Manager | Walmart | 3/2007 – 6/2015

- Managed over 100 associates including cashiers, door greets, cart pushers, and customer service associates
- Evaluated over 25 associates for yearly reviews and trained 5 new Customer Service Managers
- Designed a new bulletin board allowing associates needing to switch shifts to connect with other associates that either wanted more hours or were willing to switch shifts resulting in 60% fewer call outs
- Spearheaded the Children's Miracle Network (CMN) fundraiser for 2015 resulting in my store's highest contribution of almost \$10,000