

# MICHAEL GREY NGUYEN

617-898-8794 | [mnguyen@bu.edu](mailto:mnguyen@bu.edu) | [LinkedIn](#)

## Junior Cybersecurity Analyst

Michael Grey Nguyen is a Junior Cybersecurity Specialist with an M.S. in Computer Information Systems (Security) from Boston University. He has experience securing systems across public and private sectors and is a U.S. citizen eligible for background investigation.

## Work Experience

**Beacon Hill (Boston Medical Command Health Services, Project Unite)** Oct 31<sup>st</sup>, 2025 – Nov 4<sup>th</sup>, 2025

Manager: Michael Rodgers | (May Contact) | Email: [contactus@beaconhillstaffing.com](mailto:contactus@beaconhillstaffing.com)

*SD Support BM, Community Hospitals Application Integration*

*Boston, MA*

- Delivered frontline SLA-driven escalation support, solving technical and security issues for 5,000+ healthcare users.
- Closed 7–8 high-priority ServiceNow tickets daily, ensuring HIPAA compliance and maintaining operational continuity.

**Feastech Data Corp (Novanta, Inc)**

**Feb 18<sup>th</sup>, 2025 – May 17<sup>th</sup>, 2025**

Manager: Shawn Sanford | (May Contact) | Email: [daniela@feastech.com](mailto:daniela@feastech.com)

*IT Support Technician*

*Bedford/Hybrid, MA*

- Provided Tier 1–3 support for 1,000+ users, including secure system configuration, patching, and device reimaging.
- Achieved full lifecycle support for Microsoft 365, Azure AD/Entra ID, Intune, Active Directory, and VPN access.
- Resolved Windows and macOS connectivity issues by refreshing DNS/DHCP and optimizing RDP and LogMeIn performance.
- Managed endpoint onboarding, compliance, patching, and group policy through Active Directory.
- Improved SLA performance by efficiently triaging and moderating issues via Jira Service Management.

**PlumChoice, Inc (Verizon)**

**Sep 16<sup>th</sup>, 2014 – Mar 2<sup>nd</sup>, 2015**

Manager: Eddie Delvalle | (May Contact) | Email: [eselvalle@iservgroup.com](mailto:eselvalle@iservgroup.com)

*Co-op Technical Support Representative*

*Lowell/Remote, MA*

- Diagnosed and resolved 7–10 daily malware, virus, and network-vulnerability issues on Windows and macOS devices using Bomgar.
- Installed and configured antivirus software to enable effective scanning and quarantine.

## Education

**Boston University, Metropolitan College** | Boston, MA

Master of Science Computer Information Systems Security Concentration

Jan 17<sup>th</sup>, 2025

Achievement: Merit Scholarship

- Credential ID: 25OX-DOLI-MPNV

**Boston University, Metropolitan College** | Boston, MA

Graduate Certificate, Information Technology

Apr 30<sup>th</sup>, 2024

**Virginia Polytechnic Institute and State University** | Blacksburg, VA

Intelligence Community Centers for Academic Excellence (IC CAE) Certificate

May 2<sup>nd</sup>, 2023

**University of Massachusetts, Boston** | Boston, MA

Bachelor of Arts Ethical Social and Political Philosophy

Aug 31<sup>st</sup>, 2021

- Credential ID: 2109-UJ2Q-M4NX

## Certification

**Agile Foundations, LinkedIn Learning**

Oct 6<sup>th</sup>, 2022

- Credential ID: 017eef17501ce659ccfcdf34ebe2db98fef03d30798043ba63f1f719e02e7083

**CompTIA, OnDemand Security+ Completion – Security+ V7**

Dec 9<sup>th</sup>, 2025 – Dec 9<sup>th</sup>, 2028

- Credential ID: 6938d3e8462fe080c63511d8

## Projects

**KPMG Ace the Case**

April 14<sup>th</sup>, 2023

Delivered strategic business solutions in a KPMG case competition, identifying over \$100K in potential cost savings.

**SQL Projects**

Jul 5<sup>th</sup>, 2023 – Aug 25<sup>th</sup>, 2023

Analyzed LinkedIn social data by managing SQL datasets ranging from 500 to 100,000+ records.

**Emerging Digital Technologies, Society, and Organizations (DTS)**

Sep 5<sup>th</sup>, 2022 – Dec 21<sup>st</sup>, 2022

Led AI/ML-driven digital transformation initiatives to support innovative societal solutions.

**Ethical Hacking**

Sep 5<sup>th</sup>, 2022 – Dec 21<sup>st</sup>, 2022

Performed SS7 security assessments, researched zero-click exploits, and analyzed privacy vulnerabilities.

## Volunteering & Leadership

**Jumpstart for Young Children**

Oct 9<sup>th</sup>, 2020 – June 17<sup>th</sup>, 2021

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Manager: Tiara Cobb | (May Contact) | Email: [alumni@americorps.gov](mailto:alumni@americorps.gov) | 1-800-942-2677

Corps Member

Boston/Remote, MA

- Served as a Volunteer Corps Member and secured employment after January 17, 2021.
- Mentored youth and supported educators in advancing literacy programs as an AmeriCorps Jumpstart Corps Member.

**University of Massachusetts, Boston**

April 17<sup>th</sup>, 2019

Volunteer Spring Day of Service Site Leader

- As Site Leader for UMass Boston's Spring Day of Service, co-led a team of 17 volunteers to support community engagement initiatives.

## Skills

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**Programming:** C, Python

**Operating Systems:** Windows 10/11, macOS, Android, iOS, VMware, Kali Linux, Linux containers

**Security Tools:** Metasploit, Wireshark, Nmap, Nessus, OpenSSH, PowerShell, SIEM

**Cloud & Identity:** SQL Server, Active Directory, Intune, MFA, Azure, O365, Entra ID, SSO, Conditional Access, SharePoint, AWS, Jira Service Management, ServiceNow, Disaster Recovery Plan, SaaS, PaaS, IaaS

**Networking & Endpoint:** LAN/WAN, VPN, DNS/DHCP, endpoint security, compliance

**Helpdesk:** Tier 1–3 support, ticketing systems (Jira), ServiceNow

**Frameworks & Compliance:** NIST 800-53, ISO 27001, COBIT, SOX, PCI-DSS, HIPAA, GDPR

**Core Skills:** InfoSec, threat detection, incident response, risk management, digital forensics, documentation, knowledge base creation, onboarding/offboarding, IT asset management

**Professional Skills:** Leadership, communication, teamwork, analytical thinking, attention to detail, customer service