

John Xiong

Information Technology & Cyber Security Specialist
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PROFESSIONAL SUMMARY

Detail-oriented IT and Cyber Security professional with experience in technical support, secure network architecture, and system documentation. Demonstrated ability to optimize user access permissions and develop clear compliance policies for non-technical audiences. Skilled in using ServiceNow and Active Directory to sustain operational efficiency and audit readiness.

SKILLS

Security & Compliance: Access Control, Frameworks, Policy Creation, Risk Assessment.

Networking & Cloud: Active Directory, Cloud Computing, Firewalls, VLAN Segmentation.

Systems & Tools: Calabrio, Cisco Jabber, Proxmox, ServiceNow, Twilio Voice, Windows Server.

Core Competencies: Operating Systems, Performance Improvement, Technical Support, System Documentation, Virtual Machines.

Soft Skills: Communication, Conflict Resolution, Critical Thinking,

EXPERIENCE

Student Help Desk Support

August 2025 - Present

Full Sail University, Winter Park, FL

- Manage and resolve a high volume of 150+ help tickets monthly using enterprise ticketing logic, ensuring rapid resolution and minimal downtime across 28 distinct environments.
- Translate technical hardware and software fixes into plain-language instructions for end-users, enhancing customer satisfaction and relationship building.

Best Buy Junior Analyst Engineer Intern

September 2023 - August 2024

Best Buy, Richfield, MN

- Utilized ServiceNow, Twilio Voice, Calabrio, and Cisco Jabber to perform systems analysis and fast-paced technical troubleshooting, ensuring high platform availability and service quality.
- Coordinated with a technical team to document 2,000+ enterprise call flows in under 90 days, revising system transparency and support documentation accuracy.

PROJECT LIST

Home Network Environment

April 2026 - June 2026

- Collaborated with two classmates to develop a home lab containing VLAN segmentation, a firewall, and firewall rules, allowing us to polish technical skills through a private sandbox environment.
- Designed five VLANs separating a lab, an admin user, users, IoT devices, and a guest network to isolate trusted from untrusted devices, while allocating specific devices into respective categories.

Windows Server & Active Directory Deployment

May 2025 - May 2025

- Provisioned and configured Windows Server environments across multiple Virtual Machines (VMs) to simulate an enterprise infrastructure.
- Designed and implemented a Role-Based Access Control (RBAC) structure by assigning distinct user groups and share permissions.

EDUCATION

Bachelor of Science in Cybersecurity (B.S.)

September 2026

Full Sail University, Winter Park, FL

- President of Cybersecurity & IT Club, communicating with competent students to promote executive board roles, resulting in a staffed leadership team for upcoming terms.
- Vice President of Cybersecurity & IT Club, inviting industry professionals to host seminars for students.

Associate of Science in Information Technology (A.S.)

November 2025

Full Sail University, Winter Park, FL

- Vice President of Cybersecurity & IT Club, inviting industry professionals to host seminars for students.