

# Arthur Taft

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## Summary

- Diversified experience troubleshooting Microsoft Windows, macOS, Linux, FreeBSD, and other Unix-based operating systems.
- Knowledgeable in: HTTP(S), TCP/UDP, LAN, WAN, VLAN, SSH, RDP, SSL, DNS, NAT, Bash, PowerShell, pfSense, opnSense, postfix, dovecot, Microsoft Office, and Jira.
- Experienced in interpersonal communication, with an emphasis in clarity and client satisfaction.
- Detail-oriented and organized, with the ability to manage multiple tasks in a time-efficient and effective manner.

## Education

**BS, Cybersecurity - Minor in German**

**May 2028**

*Southern Utah University, Cedar City, UT*

- SUU Cybersecurity Club
- Key Courses: Object Oriented Programming, Web Development, Data Communications and Networking, Database Design and Management, Systems Security

## Projects

### Homelab

- Currently hosting: Minecraft Server, Internal DNS Server with Bind9, Matrix Server, UnrealIRCd Server, Jellyfin Server, DDNS Server, File Server using NFSv4 and Filebrowser, Webserver and Reverse Proxy with Nginx, and Mailserver using postfix and dovecot.
- Utilized FreeBSD hardening and FreeBSD jails to create a secure computing environment

### Custom Scripts

- Wrote a file backup and restore script to increase efficiency in moving users to new workstations.
- Wrote custom scripts to build packages from source on Gentoo Linux and FreeBSD.
- Wrote a wrapper for the popular program yt-dlp to aid in media archival.

## Experience

### SUU Cybersecurity Club

- Attended every meeting for the 2024-2026 school year, participated in 3 CTF events, member of the NCAE Cyber Games team. Learned about DNS, routing, NAT, apache web servers, and general Linux hardening.
- Stayed late after every club meeting in 2026 to learn from the Collegiate Cyber Defense Competition team. Learned about SIEM, Palo Alto, Windows Automation, Linux Automation.
- Gave a presentation on Gentoo Linux and walked club members through the install process step-by-step. Enabled club members to learn more about Linux.

**IT Help Desk Technician****November 2024 – August 2025***Southern Utah University, Cedar City, UT*

- Monitored ticket queue, personally reviewing all tickets and resolving an average of 3 tickets per week. Took initiative in answering 4-5 phone calls per day.
- Developed and deployed a script to automate transfer of user files, increasing efficiency by over 50%.
- Praised by coworkers and patrons averaging a 5-star review on all completed tickets.
- Actively assisted walk-in patrons, and strove to resolve user issues in under 10 minutes when possible. All other issues were resolved in under 1 hour.