

# Arthur Taft

Mobile: Available Upon Request • [Email](#) • [LinkedIn](#) • [GitHub](#)

## 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: Internal DNS Server with Bind9, 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.

## Experience

### SUU Cybersecurity Club

- Attended every meeting for the 2024-2025 school year, was an officer for the 2025-2026 school year, and Club President for the 2026-2027 school year, participated in 3 CTF events, member of the NCAE Cyber Games team.
- 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, May 2026 - Present**

*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%.
- 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.