

EREK GILBERTSON

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SUMMARY

A responsible and motivated graduate student, prepared to apply education in the workplace. Exhibits excellent technical abilities with software and hardware, along with a knack for handling challenging tasks and demonstrates strong problem-solving skills. Values development particularly in areas such as cybersecurity and enterprise technology.

SKILLS

- Network Management and Defense
- Microsoft Azure, Active Directory, and Intune Administration
- SQL and Database Development
- Application/Web Security
- Web and Full Stack Development
- Auditing and Compliance
- Asset Management and Tracking
- Cloud Security
- Penetration Testing
- Security Management with NIST Cyber Framework

EXPERIENCE

Student IT Assistant

Marquette University Raynor Library | Milwaukee, Wisconsin | Aug 2025-Current

- Oversee Active directory management using Intune
- Manage inventory of library computers
- Maintain Mac OS and Windows computer health

Senior Student IT Service Desk Technician

Edgewood College | Madison, WI | Nov 2021-May 2025

- Provided technical assistance and support to end users for hardware, software, network and peripheral issues
- Assisted with the installation of new software applications, operating systems, and hardware components on user workstations.
- Conducted research into a wide range of computing issues as required by customers or team members.
- Trained new Student Workers to manage support requests and solve complex situations

Assistant to the IT Director

Our Lady Queen Of Peace Catholic School | Madison, WI | Jan 2018-May 2025

- Provided technical assistance to end users on IT related issues
- Created user accounts for new employees and maintained existing user profiles
- Managed inventory of iPads and Chromebooks for students and staff, including troubleshooting, handling maintenance requests, adding new users, and completing biannual full inventory reviews

Technical Services Engineer Intern

Johnsonville Sausage | Sheboygan Falls, WI | May 2024-Aug 2024

- **Hardware Rollout.** Lead intern involved in successfully executing hardware rollout, including user onboarding, program installation, and file management for Johnsonville's latest acquisition Salm Partners
- **M365 Migration.** Worked with the migration team to effectively integrate Office 365 user accounts, encompassing email and SharePoint services
- **Microsoft Intune Administrator.** Worked with Microsoft Azure and Microsoft Intune to manage over 2,000 organizational devices including Windows, Mac OS, and IOS
- **Asset Management.** Created an asset management inventory program for the PC parts room that ensured the efficient tracking and utilization of IT resources

- **Hardware/Software Maintenance.** Provided technical support for the Johnsonville End User Compute team, resolved networking issues, printer malfunctions, and software discrepancies to enhance overall user experience
- **Event Coordination.** Worked with team of interns to organize charity brat fry and raffle event resulting in \$4,000 being raised for Feeding America
- **Volunteer Work.** Engaged in community service through the Sheboygan County Chamber of Commerce, and played a key role in the 'Day of Caring' initiative

ACTIVITIES AND HONORS

- Edgewood Empowered (CS Department Technology Outreach Club) Treasurer, 2022-25
- UW-Madison MadHacks 2023 Participant
- Team Lead, Cyberpatriot 11, 12, and 13 (2018-2021) - Led a group of fellow students in a high school cybersecurity competition called Cyberpatriot. Delegated competition tasks to team members and headed Windows security for the team.
- Eagle Scout, Boy Scout Troop 16, Madison, WI - Achieved 2018

EDUCATION AND TRAINING

Master of Science: Computer And Information Systems

Marquette University | Milwaukee, WI | Expected in May 2027

- Specialization in Information Assurance and Cyber Defense

Bachelor of Science: Computer Information Systems

Edgewood University | Madison, WI | May 2025

- Cybersecurity Concentration
- Graduated Magna Cum Laude
- 3.75 GPA
- Independent Research Project - Why Network Topology Matters

CERTIFICATIONS

- AZ-900: Microsoft Certified Azure Fundamentals

REFERENCES

References available upon request.