Bil Erden

COMPUTER SCIENTIST · SECURITY RESEARCHER

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Education

University of Central Florida   *Orlando, Florida*

BACHELOR'S IN COMPUTER SCIENCE   *2022*

- Minor in Secure Computing and Networks
- Competed as a member of the Collegiate Cyber Security Competition Team and placed 1st in the NIATEC Invitational as the Linux specialist
- Participated in various CTF (capture-the-flag) competitions as a member of the UCF Collegiate Cyber Defense Club (Hack@UCF) - a cybersecurity club dedicated to foster information security skills through workshops, collegiate competitions, and resources

Experience

Full Sail University   *Winter Park, FL*

SOFTWARE QA TESTER   *August 2021 - Present*

- Worked inside of project tracking software interfacing with software developers and product managers to work through the SDLC in an Agile environment
- Automated test cases using Python and the Selenium framework for functionality, regression, and security testing
- Wrote test plans and smoke tests for various parts of the web application utilizing GWT syntax
- Interfaced with software developers, business analysts, and UX designers reviewing comps and specifications to deliver a stable and secure product

PRODUCT SUPPORT SPECIALIST   *May 2020 - August 2021*

- Supported operation and functionality of web applications ranging from a learning management system, curriculum management application to a social media platform
- Analyzed data, integration, and application related issues identifying trends and resolving emerging issues in earliest stages possible to reduce impact on user base
- Wrote technical documentation and tutorials to assist both internal employees and the user base across various products
- Identified, triaged, and helped with bugs and security vulnerabilities writing reports and proof-of-concepts about XSS, IDOR, and API security vulnerabilities for developers
- Audited application logs to discern user behavior in order to track actions aiding in analyzing security events and critical bugs
- Developed Python scripts utilizing the Selenium framework to automate business tasks across the various web applications

TECHNICAL SUPPORT SPECIALIST   *Mar 2018 - May 2020*

- Primarily supported the functionality and use of a learning management system working alongside operational, technical, and educational teams to successfully assist students and faculty using Salesforce
- Worked on a project which involved bug testing a learning management system and wrote QA reports to communicate findings
- Provided solutions to staff, faculty, and students relating to installation and configuration of various enterprise and consumer software on macOS, Windows, and mobile operating systems
- Utilized administrative tools across various platforms to resolve user access issues going in depth as analyzing network traffic using HAR files for single sign-on when necessary

Dell Technologies   *Lake Mary, FL*

CLIENT TECHNICAL SUPPORT SPECIALIST   *Dec 2017 - Mar 2018*

- Provided solutions to premium clients collaborating with peers, team leads, engineers, and third-party vendors to resolve client's issues, maintaining complete ownership of issues from beginning to resolution
- Followed up with cases to ensure accurate resolution for client's technical issues encompassing hardware, software, and networking managing an average caseload of 20 tickets on any given weekday
- Worked exclusively with Windows operating systems performing re-imaging, resolving driver issues, and performing blue screen troubleshooting to restore systems functionality
- Collaborated with onsite technicians giving them instruction on parts repair after troubleshooting client's systems
- Provided extraordinary customer service experience with a key performance indicator charting at the top 5 percent of my peers at the time of departure

Volunteering

CyberForces Competition   *U.S. Department of Energy*

RED TEAM MEMBER   *Nov 2020*

- Worked with fellow Red Team members to strategize by creating scripts and playbooks against hardened servers
- Executed a variety of exploits and established persistence as an APT against suspecting blue team members while they attempted to kill shells and patch vulnerabilities

Certifications

Verify