

# Pomona Carrington-Hoekstra

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I am a current student interested in IT as a career.

## Skills

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- Linux desktop devices and servers (RHEL-like and Debian-based)
- Command-line tools and shell scripting
- Languages: Python, Bash, Rust
- TeamDynamix ticketing platform
- Clear verbal and written communication of technical topics
- Customer service via email and in person

## Education

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**University of Illinois at Urbana-Champaign** (May 2024)  
*BS Mathematics, BS Integrative Biology*

**GPA: 3.73**

## Experience

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- **Student Consultant (Helpdesk), UIUC Engineering IT** (2023-present)
  - Assisted university students and faculty with computer issues
  - Installed Windows 10/11, MacOS, and Ubuntu Linux on university-managed devices, manually and through a PXE server
  - Troubleshooted hardware and software on Windows and Linux machines
  - Provided friendly customer service in person, over the phone, and via email
- **Helper, SIGPwny UIUC Cybersecurity Club** (2023-present)
  - Explained complex security concepts to club members and gave security-related presentations
  - Helped club members with technical issues
  - Competed at capture-the-flag competitions as part of a UIUC team
  - Designed art and challenges for UIUCTF 2023, SIGPwny's annual CTF
- **Self-host a Personal Webserver** (2022-2023)
  - Hosted a blog, mail server, and Matrix homeserver from my apartment
  - Managed the site's DNS records and SSL certificates
  - Used up-to-date security practices for firewalls and access control

## References

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Available on request.