

Alyssa Marie Harrower

Education

Eastern Connecticut State University, Willimantic, CT

2020-2024

B.S. Computer Science | Honors: Upsilon Pi Epsilon (UPE) | National Honors Society

Relevant Coursework: Cyber Security & Society, Data Structures, Networking Fundamentals, Database & Info Management, CompTIA Networking, Operating Systems, Software Engineering, Cyber Operations

Extracurricular Activities: Game Design Club: Founding Member, Secretary | Office Assistant | Volunteering

Professional Experience

General Dynamics Electric Boat | Groton, Connecticut

May 2022 - January 2024

Seasonal Information Technology Support Services Intern

- Developed and deployed PowerShell scripts to automate user account management in Active Directory (AD), improving system efficiency and reducing manual workload.
- Performed data analysis and visualization in Power BI and ServiceNow to track, manage and maintain assets, software licenses and versions.
- Managed end-to-end updates for web pages throughout the company's intranet, ensuring optimized performance, and accurate content.
- Worked in a ticket based system to provide first-line IT support by managing help desk, troubleshooting technical issues, ensuring timely resolution of user-reported problems, and maintaining high levels of customer satisfaction
- Worked alongside the cyber security department to enhance system security, implement asset tracking protocols, and successfully recover missing assets
- Performed routine operating system updates to improve security, ensure stability, reduce vulnerabilities and improve system reliability
- Diagnosed, analyzed, and provided resolution for errors with smart cards
- Created and maintained documentation of current ServiceNow ticket processes through knowledge base articles to help guide end users
- Adapted to a fast pace business environment, learned new technologies quickly and evolved to ensure personal performance met business needs and provided customer satisfaction.
- Proficient in navigating Microsoft products including: Office 365, Teams, One Drive, and SharePoint.

Academic Projects & Professional Development

ECSU Senior Project — Mock Antivirus Software

2023

- Developed a lightweight signature based malware detection system using Python
- Used Python to create a signature generation program
- Implemented and tested metamorphic obfuscation techniques in executable files for malware analysis research
- Github: https://github.com/AlyssaHarrower/senior_research

Skills: Java, Python, PowerShell, HTML/CSS, SQL, Unity, Git, Github, Godot, Cisco Packet Tracer, VirtualBox, Visual Studio, ServiceNow, PowerBI, Active Directory, Confluence, Jira, Scrum, Agile, Microsoft Office 365, Exchange, Teams, Graphic Design, Game Dev, VBA, Troubleshooting

Interests & Currently Learning: Cybersecurity, Cloud Infrastructure, IoT, Network Monitoring