Edward Ricks

IT Support | Systems | Cybersecurity
San Antonio, TX | 210-685-1692 | ricksedward2023@gmail.com

PROFESSIONAL SUMMARY

IT and cybersecurity-focused professional with experience troubleshooting operational issues, supporting users and systems, and building security-focused software projects. Hands-on academic and project work includes Windows Server, Active Directory, networking, Wireshark, authentication and authorization controls, and OWASP-based application security.

CORE SKILLS

IT Support & Systems
Troubleshooting, user support, ticket workflows, Windows, macOS, Active Directory, Windows Server, Linux fundamentals

Networking & Security
TCP/IP, DNS, Wireshark, OWASP, access control, authentication, authorization, session security, security testing

Technical Tools
Python, Java, JavaScript/TypeScript, Flask, REST APIs, SQL, Git, Jira, PostgreSQL, MySQL, SQLite

EXPERIENCE

Shipping Clerk / Process Assistant | Amazon — Aug 2023 - Jul 2026

- Resolved time-sensitive workflow and equipment-routing issues across shipping operations while coordinating with multiple internal teams.
- Improved trailer utilization by approximately 50%, reduced trailer requests by approximately 25%, and supported faster cross-dock flow through operational analysis and escalation.
- Maintained accurate status information and documentation to support handoffs, prioritization, and issue resolution in a high-volume environment.

Junior Software Engineer | Helix Consulting — Feb 2023 - Feb 2024

- Supported Java/Spring Boot/Groovy REST services, investigated application behavior, and implemented tested changes in a structured development environment.
- Used JUnit, Git, Jira, and CI/CD workflows, strengthening software troubleshooting and root-cause analysis skills relevant to application support.

SECURITY & SYSTEMS PROJECTS

Vulnerable Support Ticket System | Flask, Python, OWASP

- Designed an intentionally vulnerable application and progressed through remediation of authentication, authorization, SQL injection, cross-site scripting, session, and auditability concerns.
- Structured later phases around identity, privilege, logging, monitoring, diagnostics, and operational security controls.

Systems & Networking Labs | Windows Server, Active Directory, Wireshark

- Completed hands-on labs involving directory services, Windows Server administration, network traffic analysis, and troubleshooting across controlled environments.

EDUCATION

B.A.T. Cybersecurity - St. Philip's College | Expected Dec 2028