

WILLIAM PULS

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PROFESSIONAL SUMMARY

Cybersecurity student and university IT support analyst with hands-on Linux homelab, network security, troubleshooting, and ServiceNow experience. Seeking entry-level IT or cybersecurity opportunities.

EDUCATION & CREDENTIALS

Illinois State University | B.S. Cybersecurity | Expected May 2027

GPA: 3.0 | IBM Z Xplore: Fundamentals, Concepts & Advanced badges

TECHNICAL SKILLS

Security: Wireshark, Splunk, Nessus, Nmap, packet analysis, vulnerability scanning, digital forensics

Systems & Networking: Linux, Windows, Proxmox, pfSense, TCP/IP, DNS, DHCP, firewalls, VPNs, Tailscale

IT Support & Programming: ServiceNow, Microsoft 365, ticket triage, technical documentation, Python, Java

RELEVANT EXPERIENCE

Illinois State University - Technology Support Center | Aug 2026 - Present

Information Technology Analyst

- Troubleshoot account access, software, device, VPN, and connectivity issues for university students and staff.
- Document and triage incidents and requests in ServiceNow; route complex issues to specialized support teams.
- Support Microsoft 365, printing, software licensing, and campus technology services.

TECHNICAL PROJECTS

Personal Linux Homelab & Dashboard | October 2026 - Present

- Developing a self-hosted Linux dashboard to centralize access to personal infrastructure and services.
- Configured Tailscale remote access and verified dashboard access from a mobile device.
- Planning system monitoring, security, hosted website, and user management features.

McLean County Chamber of Commerce - Business Monitoring System | September 2026 - Present

- Collaborating on a client-focused system to track local business news, feedback, and membership changes.
- Helped scope a 15-business demo and research data sources, event categories, and alert priorities.
- Designing AI-assisted event classification, source tracking, and scheduled notifications for the Chamber.

DNS Tunneling Detection & Mitigation - IT 357 | September 2026 - Present

- Building a Proxmox lab with Kali Linux, Ubuntu, and pfSense to examine DNS tunneling and file exfiltration.
- Evaluating DNS traffic detection and firewall-based mitigation controls.

LEADERSHIP

Sigma Nu - Special Events Chairman | 2025 - Present

- Manage an approximately \$20,000 event budget and coordinate logistics for events with 100–250 attendees.
- Lead event planning efforts by delegating tasks, organizing schedules, and ensuring deadlines are met.
- Communicate with vendors and organization members to resolve issues and coordinate successful events.