# Peter Le

(832) 661-8783 ▪ Houston, Texas 77040 ▪ lepeter2022@gmail.com
linkedin.com/in/leptr ▪ ptrxle.github.io

## EDUCATION

**University of Houston – Cullen College of Engineering, Technology Division** | Houston, TX
**Bachelor of Science in Computer Information Systems** Expected Graduation: Dec 2026
**GPA: 3.75** | Dean's List (Fall 2023 – Present)

## CERTIFICATIONS

- **CompTIA A+**
- **CompTIA Network+**

## TECHNICAL SKILLS

- **Systems & IT:** Windows 10/11, Windows Server 2022, Active Directory, DNS, DHCP, Group Policy, ITSM, ManageEngine ServiceDesk, Linux, Ubuntu, osTicket
- **Security & Cloud:** Splunk, Sysmon, MITRE ATT&CK, Windows Event Logs, AWS EC2, IAM, S3, VPC
- **Data & Development:** SQL, MySQL, Power BI, DAX, Python, Bash, REST APIs, JSON, Flask, JavaScript
- **Tools:** Jira, GitHub, Postman, VirtualBox, Microsoft 365, Excel, Visio

## PROFESSIONAL EXPERIENCE

**Business Analyst Intern – IT Financial Solutions** May 2025 – Aug 2025
Oceaneering, Houston, TX

- Provided first-level IT support for Finance, IT, and Supply Chain users by managing and resolving incidents through ManageEngine ServiceDesk.
- Troubleshot application access, system, and data-related problems affecting enterprise financial platforms.
- Followed ITSM escalation procedures and collaborated with senior IT staff and system owners to resolve complex incidents.
- Documented incidents, root causes, and resolutions to improve knowledge-based accuracy and support consistent issue resolution.

## TECHNICAL PROJECTS

**Enterprise IT Helpdesk & Power BI Service Desk Analytics** | Home Lab
**Mission:** Simulate enterprise IT support operations and analyze service desk performance.

- Deployed an enterprise-style IT service desk using Ubuntu Server, Apache, PHP, MySQL, and osTicket; configured departments, technicians, help topics, RBAC, and 4/8/24-hour SLA policies.
- Automated ticket generation through the osTicket REST API using Bash, cURL, and JSON and engineered a SQL analytics dataset containing 76 simulated support tickets.
- Built Power BI dashboards and DAX measures analyzing SLA compliance, resolution time, technician workload, and labor costs using a read-only MySQL reporting account and star-schema-style data model.

**Enterprise Active Directory & Splunk SIEM Telemetry Pipeline** | Home Lab
**Mission:** Simulate an enterprise Windows environment for security monitoring and threat detection.

- Built a multi-node Windows enterprise environment using Windows Server 2022, Active Directory, DNS, Group Policy, Windows 10, Ubuntu/Splunk, and Kali Linux.
- Centralized Windows and Sysmon telemetry in Splunk and simulated RDP brute-force activity to analyze Event IDs 4625/4624.
- Executed Atomic Red Team tests mapped to MITRE ATT&CK T1136.001 and T1059.001 and configured process auditing for command-line telemetry.

**AWS Cloud Infrastructure Lab** | EC2, IAM, S3, VPC
**Mission:** Build a secure AWS environment using cloud networking and least privilege access.

- Deployed Linux EC2 instances and configured IAM permissions, S3 storage, VPC networking, security groups, and inbound/outbound access controls.
- Applied least-privilege IAM policies and validated EC2 network access through VPC routing and security group rules.