

Stacy Hilliard

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Education

Western Governors University

Salt Lake City, UT

Bachelor of Science in Computer Science

2025

Skills

Tools: Active Directory, Ubuntu, Docker, VirtualBox, CRM, ServiceNow, Splunk, PowerShell, Python, Citrix

Certifications: LPI Linux Essentials (2024), Axelos ITIL Foundation (2024), CompTIA Security+ (In Progress)

Work Experience

C Spire

Meadville, MS

Remote Technical Support Specialist

Aug 2025 – Jan 2026

- Resolved 40+ daily enterprise and consumer technical issues across Windows, iOS, and Android platforms via Citrix virtual desktop environment, achieving first-contact resolution for majority of tickets
- Reduced recurring incident tickets by analyzing system logs, error codes, and provisioning data to identify and eliminate root causes affecting remote users
- Maintained compliance with CPNI data protection regulations through strict identity verification and least-privilege access controls during every customer interaction
- Documented and escalated fraud cases using ServiceNow ticketing system, collaborating with security team to prevent unauthorized account access
- Provided tier 1 and tier 2 support for hardware failures, software conflicts, network connectivity issues, and account lockouts with rapid resolution times

Projects

Active Directory Automated Lab | *Active Directory, PowerShell, Windows Server, VirtualBox*

[GitHub](#)

- Built Windows Server 2022 lab environment with Active Directory domain to practice enterprise user and computer management across multiple organizational units
- Configured Group Policy Objects to enforce password policies, software restrictions, and mandatory logon banners matching enterprise security standards
- Created PowerShell scripts to automate new user onboarding and offboarding workflows, significantly reducing manual setup time and human error
- Automated domain-join process for Windows 11 clients over bridged networking to simulate real-world enterprise deployments

Raspberry Pi Security Monitoring System | *Linux, Python, OpenCV, Flask, Splunk, SSH*

[GitHub](#)

- Deployed Linux-based home security system with motion detection capabilities using Raspberry Pi and OpenCV, capturing timestamped forensic images
- Integrated Splunk SIEM for centralized logging and real-time event monitoring with custom dashboards simulating Security Operations Center workflows
- Hardened system security by disabling password authentication in favor of SSH keys, configuring UFW firewall to allow only essential traffic, and deploying Fail2ban to automatically block repeated failed login attempts
- Built Flask web interface to display captured security events with timestamp metadata for incident review