

Michael Meschede

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TECHNICAL SKILLS

Security: Phishing Triage, Incident Response, Windows Event Viewer, Nmap, Wireshark, Burp Suite, NIST Framework
Infrastructure: Active Directory, Cisco Meraki (Switches, APs, WAN), Okta, Office 365, Google Workspace
Systems & Scripting: Windows Server, Windows 10/11, macOS, Linux (CLI), PowerShell, Python, Bash
Certifications: CompTIA Security+ (in progress), CompTIA A+ (in progress)

EXPERIENCE

Altar'd State

January 2026 – Present

Help Desk Analyst

Knoxville, TN

- Resolved 51 tickets in a single week at 100% SLA compliance with an average resolution time of 2 hours.
- Managed Cisco Meraki infrastructure across 150+ retail locations, supporting ~750 switches, ~500 APs, and 150 WAN devices.
- Administered Active Directory for a 1,200-account enterprise environment, handling provisioning, deprovisioning, domain joins, and Office 365 licensing.
- Troubleshoot Oracle Xstore POS systems across 600+ registers, resolving configuration, networking, and hardware issues for pinpads, receipt printers, and cash drawers.
- Managed facilities operations across 16 retail locations, coordinating 15+ concurrent vendor projects spanning HVAC, electrical, plumbing, and structural repairs — handling all scheduling, work approvals, and invoice routing for jobs ranging up to \$8,000.

Altar'd State

October 2025 – January 2026

IT Operations Intern

Knoxville, TN

- Built ticket routing automations in FreshService that reduced team ticket volume by 81%, from 1,300 to under 250 per month, by auto-routing on district groupings and eliminating manual triage.
- Resolved system and device issues involving POS systems, networking hardware, and account configurations.

University of Tennessee at Chattanooga

January 2024 – April 2025

IT Support / IT Security

Chattanooga, TN

- Assisted security analysts in responding to a live phishing and account takeover campaign, triaging compromised accounts, auditing malicious inbox rules, rotating credentials, and reverting unauthorized banking changes made by attackers targeting university financial systems.
- Accelerated a NIST documentation alignment project by applying Google Dorking against the UTC.edu domain to locate outdated references, significantly reducing a multi-week manual effort.
- Resolved ~30 tickets per week across Windows, macOS, and Linux environments.

PROJECTS & COMPETITIONS

Southeast Collegiate Cyber Defense Competition

February 2025 & February 2026

- Defended Linux and Windows environments against live red team attacks across two consecutive years, leveraging CLI skills to monitor and harden systems under active exploitation.
- Identified a rogue process during a live attack by tracing the malicious binary through Windows Event Viewer, isolating the threat and halting further system compromise.
- Hardened Active Directory by rotating credentials and enforcing group policy changes on password requirements in response to active credential attacks.

Linux Homelab

Ongoing

- Maintain a personal homelab running Pi-hole DNS filtering and a segmented network with custom firewall rules, with planned expansion into DHCP, AD, and SIEM tooling.

EDUCATION

University of Tennessee at Chattanooga

May 2026

BS Computer Science: Cyber Security

Chattanooga, TN

- GPA: 3.8 | Magna Cum Laude | Dean's List (all semesters)