

Olivia Mullins

IT Intern | Incoming Cybersecurity Student | olivia@oliviamullins.com | 404-395-0524
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Student with a strong interest in cybersecurity, specifically IAM (Identity and Access Management), with knowledge in compliance, zero trust, and enterprise-level technology and networks.

Education

Haralson County High School | August 2022 - May 2026

- Completed a business pathway through the College and Career Academy
- Participated in 4-H and attended/competed at DPA
- Honors and Gifted program
- Involved in WBL (IT Internship with Tanner Health)
- Dual enrollment student

West Georgia Technical College (Dual Enrollment) | August 2025 - December 2025

- Completed two college courses (College Algebra and Econ 1101)

Experience

Tanner Health IT Intern (Tanner Connections) | January 2026 - May 2026

- Gained knowledge in enterprise technology and networks
- Hands-on experience in Active Directory, AD Manager Plus, Okta, Epic, M365, Entra ID, Azure, PowerShell, Command Prompt, Citrix Workspace, Ivanti, and BeyondTrust
- Experience in documenting issues in Ivanti ITSM
- Customer service via phone calls, email, and portal
- Ability to triage tickets to the proper IT teams within the department
- Hands-on experience with troubleshooting issues in Windows
- Followed organizational security protocols for adding proper groups to user accounts verifying user identities for Okta accounts.
- Recognized indicators of social engineering and upheld authentication procedures to protect privileged account access

Skills, Certifications, and Organizations

ISC2 Candidate | January 2026

Women in CyberSecurity (WiCyS) Student Member | January 2026

Skills

- Windows, Linux, MacOS, cybersecurity basics, CIA Triad, tech support, helpdesk, software installation, hardware and software troubleshooting, basic networking, professionalism, leadership, user management, incident documentation, customer service, enterprise software, remote support software