

## Contact

6155578189 (Mobile)  
camdenburke20@gmail.com

www.linkedin.com/in/  
camdenburkedev (LinkedIn)  
github.com/cburke12 (Portfolio)

## Top Skills

IT Service Management  
Cyber Threat Intelligence (CTI)  
Log Analysis

## Certifications

SEO Certification  
Graphic Design Specialization  
Managing Change in an Agile Environment  
FAA Part 107 Remote Pilot Certificate  
CompTIA Security+ ce Certification

# Camden Burke

Help Desk Analyst | CompTIA Security+ | Cybersecurity | Pursuing Network+ & CySA+

Knoxville Metropolitan Area

## Summary

Help Desk Analyst at Altar'd State, building a strong foundation in IT support and service desk operations. I hold a CompTIA Security+ certification and am actively pursuing Network+ and CySA+ to deepen my expertise in cybersecurity, threat detection, and vulnerability management. I hold a B.S. in Graphic Information Technology (Full Stack Web Development, ASU 2024) and am completing a B.S. in Computer Science. Outside of work, I build hands-on home labs — most recently a full Active Directory environment on Windows Server 2025 with PowerShell automation. Passionate about continuous learning and growing within the IT and cybersecurity space.

---

## Experience

### Altar'd State

Help Desk Analyst  
May 2026 - Present (1 month)  
Knoxville, TN

Provide Tier 1/2 technical support across hardware, software, and network issues for internal users, maintaining SLA compliance in a Windows Active Directory environment.

Manage and resolve service desk tickets using internal ticketing system, documenting resolution steps to build knowledge base.

Support user account management, permissions, and group policies within Active Directory on Windows Server.

Troubleshoot endpoint connectivity, OS, and application issues; escalate complex incidents following established SOPs.

Assist with onboarding and offboarding processes including account provisioning and hardware setup.

### Lavender Hill Springs LLC

Co-Owner & UX/UI Designer  
June 2024 - February 2026 (1 year 9 months)

Lawrenceburg, TN

Co-founded and operate a sustainable lavender farm and e-commerce business. Serve as the primary UX/UI designer and IT operations contact — designing the full customer-facing digital experience while managing all technical infrastructure.

- Designed and maintain the end-to-end UX/UI of the Shopify storefront, applying user-centered design principles to optimize conversion flows, form UX, and trust signals
- Applied security-conscious design practices: identified and mitigated dark UX patterns that could be exploited for data harvesting or deceptive consent flows
- Managed DNS, domain records, and email routing to ensure business systems remain secure and available
- Configured payment integrations and third-party apps with attention to data exposure and input validation risks, including awareness of SQLi vulnerabilities in form-handling layers
- Serve as first point of contact for all technical issues — diagnose, attempt resolution, and escalate to platform vendors when required
- Documented recurring issues and resolutions to reduce time-to-fix on repeat problems

## Kaiyin Warriors Foundation

Web Developer | Website Manager

March 2024 - February 2026 (2 years)

Nashville, TN

Manage website and digital infrastructure for a nonprofit supporting the autism community. Serve as the primary UX/UI and technical contact — owning both the user-facing design experience and all backend platform operations.

- Designed and maintained accessible, user-centered UX across the Shopify site, with attention to form design, trust signals, and ethical UI patterns — actively avoiding manipulative dark UX flows that could compromise user consent or data integrity
- Provide first-line technical support for website users experiencing login failures, browser compatibility issues, and form submission errors — reproduce problems, apply fixes, and coordinate with stakeholders
- Manage domain registration and DNS configuration to ensure the site remains available and correctly routed

- Identified input handling vulnerabilities in web forms and coordinated remediation to reduce SQLi exposure risk in public-facing data collection points
- Troubleshoot third-party plugin and integration conflicts, escalating to vendors when required
- Document recurring technical issues and resolutions to reduce repeat troubleshooting time

## Starbucks

### Barista

August 2019 - August 2025 (6 years 1 month)

Tennessee, United States

Served as a Barista across multiple locations in Tennessee, London (UK), and Greenville, SC over 6 years. Delivered consistent, high-quality customer service in a fast-paced, high-volume environment while pursuing dual B.S. degrees.

- Recipient of Partner of the Quarter award for performance and reliability
- Became the go-to teammate for basic technology issues — POS glitches, Wi-Fi connectivity, and device problems — often resolving issues before escalating to corporate support
- Trained new partners on store technology, workflows, and operational standards
- Managed competing priorities under pressure while maintaining customer satisfaction — directly transferable to phone and email-based IT support
- Completed Starbucks Coffee Academy Levels 100, 200, and 300
- Declined multiple promotion offers to prioritize full-time academic pursuit of dual B.S. degrees at ASU

---

## Education

### Arizona State University

Bachelor of Science - BS, Computer Science · (December 2027)

### Arizona State University

Bachelor of Science - BS, Graphic Information Technology (Full Stack Web Development)