

DEXTER_DAVID

// cybersecurity student – building toward pentesting

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>_ PROFILE.TXT

Cybersecurity student with a background in operations, compliance, and technical support, looking to break into an entry-level IT or cybersecurity role. Currently pursuing a BIT in Cybersecurity at Laurea UAS while practising offensive security through CTF platforms and building toward a VLAN-segmented home lab. AWS Cloud Practitioner certified. Four-plus years at Wolt in escalating technical and operational roles, including reducing Account Management requests ticket volume on Monday.com by over 80 percent as Regional Payouts Associate through process analysis and automation.

>_ EXPERIENCE.LOG

Wolt Enterprises Oy

Helsinki, Finland | Jan 2022 — Present

Regional Payouts Associate | Jun 2025 — Apr 2026

- > Analysed recurring ticket patterns on the Account Management requests in Monday.com, implementing process improvements that reduced ticket volume on that board by over 80%.
- > Executed daily payout operations ensuring timely and accurate processing across assigned markets.
- > Investigated and managed payout-related tickets, providing clear and compliant resolutions.
- > Reconciled transactions and validated data to ensure accuracy between systems and payment outputs.
- > Managed and resolved 2nd-line to 3rd-line support tickets related to payouts, partner accounts, and platform issues, ensuring SLA adherence.
- > Collaborated with Finance, Product, and Support teams to address operational queries and escalations.

Operations Support Specialist | Jan 2024 — Present

- > Supported partner onboarding across 9 different countries as part of a wider team.
- > Investigated complex issues using internal tools, system data, and reporting to identify root causes and recommend corrective actions.
- > Optimised automation features within Monday.com to streamline workflows and improve resolution speed.
- > Trained and coached new team members.
- > Supported platform safety and re-verification initiatives, improving compliance and reducing operational risk.
- > Verified Right-to-Work status and ensured compliance with Finnish regulations.

Support Associate | Jan 2022 — Present

- > Part of the IT team (audiovisual) for events. Provided technical support for event and meeting room setup.
- > Part of the team that launched the courier re-verification process to combat unauthorised account sharing and improve platform safety.
- > Worked with the Expansion Team on market research.

Swappie Oy

Helsinki, Finland | Sep 2021 — Jan 2022 | Production Specialist, iPhone Repair Team

- > Diagnosed and resolved hardware and software issues on mobile devices, ensuring timely resolution and high service quality.
- > Conducted structured technical troubleshooting to analyse issues and implement corrective actions in line with operational procedures.

Score Consulting Oy

Uusimaa, Finland | Oct 2020 — Jun 2021 | Junior Consultant (Internship)

- > Assisted in creation and documentation of structured project plans, translating business requirements into clear actionable steps.
- > Produced and delivered step-by-step process documentation and presentations for stakeholders.
- > Coordinated and managed content across teams, ensuring clear communication and alignment.
- > Supported client-facing activities by explaining processes and solutions in a consultative manner.
- > Created marketing plans and led video production projects.

>_ EDUCATION . DAT

Laurea University of Applied Sciences

Bachelor of Business Information Technology - Cybersecurity | Aug 2023 - Dec 2026

> Relevant coursework: Data Networks and Information Security, SQL, Python, IT Environment and Infrastructure, Network Applications, HTML/CSS, Cisco, AWS.

Metropolia University of Applied Sciences

Bachelor of Business Administration (BBA) - European Business Administration | Aug 2016 - Jun 2022

> Relevant coursework: Corporate Financial Management, Business Accounting, Financial Analysis and Valuation.

The Berlin School of Economics and Law

Exchange Year - International Business Management | 2018 - 2019

>_ SKILLS . SYS

security: Kali Linux (active, CTF practice via TryHackMe and PicoCTF), networking fundamentals

cloud: AWS, Cloud Practitioner certified

networking: Cisco coursework, networking fundamentals, home lab planning

programming: Python, SQL, HTML/CSS (university coursework)

automation: Monday.com, advanced automation and workflow optimisation at Wolt

ai tools: Claude (Anthropic), advanced. Prompt engineering, agentic workflows, custom skill development, workspace automation

compliance: GDPR and compliance, practical experience at Wolt

tools: Netsuite, Opstools / Converse, Looker, CRM tools

>_ CERTS . LOG

AWS Cloud Practitioner | Amazon Web Services | [completed]

CompTIA Security+ | CompTIA | [in_progress]

Cyber Security 101 | TryHackMe | [completed]

Pre Security | TryHackMe | [completed]

Data Literacy Essentials | SAS | [completed]

Data Literacy in Practice | SAS | [completed]

>_ PROJECTS . DIR

FILE_001 — Home Lab Infrastructure (Planning). Designing a VLAN-segmented home lab environment with Proxmox virtualisation, OPNsense firewall, and Wazuh SIEM. Covers network topology, threat segmentation, and security monitoring.

FILE_002 — AI Workflow OS (Active). Designed and built a personal AI operating system on Claude. Covers structured memory, custom skills, and a mission-control workspace coordinating cybersecurity studies and research.

THESIS — Thesis: AI-Assisted Penetration Testing (Prereq phase). Research direction. Evaluating LLM-guided attack workflows across penetration testing phases in a controlled lab environment, compared against tool-only and unaided approaches.

>_ LANGUAGES . TXT

english: native

filipino_tagalog: mother tongue

finnish: conversational (b1)