RACHEL F. LOVE

AI-ENABLED SOLUTION ARCHITECT | PROMPT ENGINEERING | CLOUD & CYBERSECURITY

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PROFESSIONAL SUMMARY

AI- and cloud-focused cybersecurity professional completing a Bachelor of Science in Cybersecurity with a concentration in Cloud Computing (3.75 GPA; 174 of 180 quarter credits completed; expected October 3, 2026). More than 10 years of combined IT support, website administration, client service, and security-oriented operations, including professional experience with cryptography and experience in a federal Department of Defense installation environment. Skilled in evaluating AI outputs, developing repeatable prompt patterns, translating client needs into technical solutions, building full-stack applications, and producing clear, compliance-minded documentation for technical and nontechnical stakeholders. Transferable strengths align with capture and proposal support, including rapid requirements synthesis, solution shaping, formal writing, iterative review, and stakeholder coordination.

CORE STRENGTHS

Prompt Engineering & Reusable AI Workflows | AI Output Evaluation & Quality Assurance | Requirements Analysis & Mapping | Concept-Level Solution Architecture | AI-Assisted Drafting & Technical Narratives | Features/Benefits Comparisons | Cloud Architecture & Security | Full-Stack Web/Application Development | Responsible AI & Data Protection | Remote Cross-Functional Collaboration | Compliance Documentation | Rapid Iteration Under Deadlines

RELEVANT EXPERIENCE

AI Specialist | Handshake | Remote **Dec 2025 - Present**

- Evaluate AI model outputs for quality, safety, relevance, and usefulness; document edge cases and improvement recommendations for iterative refinement.
- Design repeatable test prompts and acceptance checks to compare model behavior across versions and scenarios, supporting more consistent and defensible outputs.
- Prepare and clean text datasets, follow labeling and annotation guidance, and maintain clear audit trails of changes.
- Coordinate work in a remote environment using shared documentation, version control, and ticketing tools to manage priorities and deliverables.

Independent AI Prompt & Full-Stack Projects | Client & Personal Projects | Remote **Ongoing**

- Create reusable prompt libraries for marketing copy, audience targeting, campaign concepts, product and service messaging, and content refinement.
- Translate client goals into structured prompts, AI-assisted workflows, and solution concepts; review outputs for tone, accuracy, relevance, and brand alignment.
- Design and develop client websites and applications using Python, Django, Flask, React, JavaScript, SQL, HTML/CSS, APIs, GitHub, Docker, and cloud services.
- Document requirements, user workflows, architecture decisions, deployment steps, and technical options in clear client-facing language.
- Use human-in-the-loop review, privacy awareness, and responsible-use practices when incorporating AI-generated content into deliverables.

IT Analyst & Website Administrator | Ranger-Operations LLC | Bloomfield, IN **Aug 2012 - Present**

- Support networks, endpoints, user accounts, websites, and remote devices; troubleshoot software, connectivity, and account issues.
- Monitor remote systems and security alerts, analyze network traffic with Wireshark, manage Windows Firewall rules, and assist with security-response remediation.
- Work with Microsoft Entra ID/Azure AD, Windows Server, Azure, AWS, Python, SQL, Docker, Nessus/Tenable, Kali Linux, Parrot Security OS, and OSINT tools.
- Maintain tickets, technical documentation, and customer communications across phone, email, and chat support channels.

Cloud Operations Specialist Intern | FlapMax LLC - AI Academy | Remote **Jan 2022 - Mar 2022**

- Completed hands-on training in Microsoft Azure fundamentals, administration, networking, and data science.
- Built and deployed full-stack web applications using Python, React, SQL, HTML/CSS, Bootstrap, JavaScript, Django, Flask, APIs, GitHub, Netlify, and Docker.
- Administered Azure AD user accounts, password and email recovery, account provisioning, and multi-factor authentication; collaborated through SharePoint, Zoom, and Visio.

FEDERAL, CLIENT & COMPLIANCE EXPERIENCE

Store Associate, GS-04 | Defense Commissary Agency, NSWC Crane | Crane, IN **Aug 2022 - Feb 2023**

- Supported daily operations in a federal Department of Defense installation environment while following agency security, safety, sanitation, and accountability directives.
- Prepared, verified, and reconciled invoices, requisitions, receipts, vouchers, logs, journals, inventory reports, and electronic records across multiple government systems.
- Maintained secure employee files, controlled cash and key processes, and supported encrypted key-control procedures and accountable-document handling.

Licensed Insurance Broker | Innovative Financial Management & USABG | Indiana / Remote **Sep 2024 - Present**

- Conduct needs and risk analyses, develop side-by-side feature and benefit comparisons, and explain complex options in clear customer-facing language.
- Manage compliance-driven submissions and stakeholder coordination while handling protected health information under HIPAA and maintaining accurate CRM records.
- Develop targeted sales and education materials, resolve discrepancies with underwriting and carrier partners, and adapt recommendations to customer constraints and objectives.

EDUCATION & ACADEMIC SOLUTIONING EXPERIENCE

Bachelor of Science in Cybersecurity with a concentration in Cloud Computing

Purdue University Global | Remote **Expected Oct 3, 2026**

Academic standing: 3.75 GPA | 174 of 180 quarter credits completed | Chancellor's List | Cloud Computing Fundamentals micro-credential | Expected to graduate Cum Laude

- Relevant A-grade coursework: Cloud Architecture Concepts and Design, Cloud Security, Application Development and Scripting in the Cloud, Cloud Infrastructure Administration, Cybersecurity Policies, Ethics in Cybersecurity, Intrusion Detection and Incident Response, Certified Ethical Hacking I and II, Linux Security, Routing and Switching I/II, and Communicating Professionalism.
- Coursework and lab experience: Cryptography, PL/SQL, Oracle APEX, Oracle Database Administration (DBA) fundamentals, ETL tools including Oracle Data Integrator (ODI) and Informatica, performance tuning, ServiceNow, Windows Server, Linux, Oracle GoldenGate, Oracle Enterprise Manager (OEM), and SQL Developer; familiarity with Oracle Primavera Cloud.
- Applied academic focus: analyzing technical requirements, evaluating architecture and security tradeoffs, structuring risk and policy analyses, and communicating secure cloud solution concepts to varied audiences.
- Bachelor's Capstone in Cybersecurity currently in progress, integrating cloud, security, policy, incident response, and professional communication competencies.

Associate of Arts in Liberal Arts | Ivy Tech Community College | Bloomington, IN **May 2026**

- Strengthened research, critical thinking, public speaking, professional writing, and cross-cultural communication skills relevant to customer-facing solution development.

TECHNICAL TOOLKIT & SELECTED TRAINING

AI & solutioning: Generative AI, prompt engineering, reusable prompt patterns, output evaluation, content refinement, workflow documentation, responsible AI review

Development: Python, SQL, React, JavaScript, Django, Flask, APIs, HTML5, CSS, Bootstrap, GitHub, Docker, Netlify

Cloud & identity: Microsoft Azure, AWS, Azure/Entra ID, Windows Server, multi-factor authentication, cloud architecture, cloud security

Cybersecurity: Cryptography, Wireshark, Nessus/Tenable, Kali Linux, Linux administration/security, Windows Firewall, incident response, OSINT, network security

Collaboration & documentation: Microsoft Office, SharePoint, Visio, Slack, Zendesk, ticketing systems, remote team workflows

Selected credentials/training: Microsoft Azure Fundamentals; Cybersecurity Fundamentals Achievement; NIST CSF, DoD RMF, and NIST 800-171 training; Cyber Awareness, OPSEC, PII, Records Management, and Anti-Terrorism Level I training