

## Cybersecurity Professional

Diligent graduate in cybersecurity and IT with a strong background in auditing, policy creation, incident response, and access management. Competent in determining the needs of an information system to protect the availability, confidentiality, and integrity of data. demonstrated proficiency in the setup, configuration, deployment, documentation, and problem-solving of systems and networks. competent in carrying out penetration tests, putting the NIST 800-53 framework into practice, and successfully managing risk. Diligent graduate in cybersecurity and IT with a strong background in auditing, policy creation, incident response, and access management. Competent in determining the needs of an information system to protect the availability, confidentiality, and integrity of data. Demonstrated proficiency in the setup, configuration, deployment, documentation, and problem-solving of systems and networks. competent in carrying out penetration tests, putting the NIST 800-53 framework into practice, and successfully managing risk.

### TECHNICAL SKILLS

<b>Operating Systems:</b>	Linux, Windows Server 2016/2019, Windows Workstation 8/10, Mac OSX
<b>Cloud Platforms:</b>	Amazon Web Services (AWS), Microsoft Azure, VMWare ESXi
<b>Automation Tools:</b>	Ansible
<b>Compliance:</b>	PCI DSS, GDPR, HIPAA, CCPA, SOX
<b>Virtualization:</b>	VMWare Fusion/Workstation, KVM, VirtualBox
<b>Security:</b>	Nessus, NMAP, OWASP, DevOps, WireShark, OpenSSL, Identity and Access Management (IAM), CyberChef
<b>Web Servers:</b>	Apache, NGINX
<b>Databases:</b>	MySQL, MongoDB, MariaDB, Microsoft SQL
<b>Networking:</b>	LAN/WAN, DNS, DHCP, TCP/IP, Active Directory, VLANs, IPsec, SSL, VPN
<b>Programming/Scripting:</b>	Python, PowerShell, BASH
<b>Frameworks:</b>	NIST 800-53 R5, NIST CSF, NIST Privacy Framework, CMMC, Software/System Development Life Cycle, MITRE ATT&CK

### PROJECT EXPERIENCE

- Performed an in-depth analysis and presented detailed reports to senior management regarding the compliance and security measures necessary for a local eye care provider. This involved utilizing expertise in PCI DSS, the NIST Privacy Framework, and the seven domains of IT. Produced comprehensive documentation on data backup, data retention, IAM, password, patch management, SDLC, security maturity, PCI DSS compliance policies, and a security plan for a growing ecommerce organization, utilizing the NIST 800-53 framework.
- Executed authenticated and unauthenticated vulnerability scans with Nessus on exposed systems and performed simulated penetration testing scenarios using Metasploit.
- Established a new system and structure for a migrating law firm by creating a network topology, evaluating pricing and quality of assets, configuring initial network setup and access management, documenting procedures for IT staff, and delivering presentations to upper management throughout the process.

### EDUCATION

#### CYBERSECURITY & INFORMATION SYSTEMS

**BACHELOR OF SCIENCE, CYBERSECURITY** | May 2024

Full Sail University, Winter Park, FL

**ASSOCIATE OF SCIENCE, INFORMATION TECHNOLOGY** | September 2022

Full Sail University, Winter Park, FL

**Relevant Coursework:** Identity & Access Management, Network Security & Software, Security Compliance & Privacy, Threat Intelligence & Defense, Software Security, Threat Protection, Cyber Crime & Incident Response

## WORK EXPERIENCE

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Medicus IT

**Level One Support**

September 2022 - Present

- Resolve new and escalated service tickets, providing guidance or personally resolving aging and complex issues.
- Diagnose, troubleshoot, repair, and debug complex technical, computer, and software systems.
- Follow standard procedures to isolate and fix problems in malfunctioning equipment or software.
- Assist clients with the design, implementation, installation, configuration, and ongoing usability of desktop computers, mobile devices, peripheral equipment, telephony systems, servers, storage, networking, and software.
- Perform on-site technical and customer service support, including emergency/unscheduled repairs and scheduled maintenance and repairs of clients' technical systems and equipment.
- Communicate with clients to keep them informed of incident progress and notify them of impending changes or agreed-upon outages.
- Deliver an excellent customer experience in all interactions.
- Work with vendor representatives to resolve software and hardware issues.
- Install and/or upgrade Microsoft Windows Server Operating Systems
- Perform network switch and server room cable management.
- Conduct routine cleanup of client network closets, including labeling, removal of unneeded equipment, and updating of documentation.
- Follow Medicus IT's defined processes, policies, and service delivery standards.
- Perform all other duties as assigned.

Pentair

**Product Support Technician IV**

May 2019 – September 2022

- Provided problem resolution and technical support with hardware and software.
- Ran specialty firmware updates on software and hardware.
- Configured customers' computers (Windows or Mac OSX) to work with Pentair software.
- Demonstrated strong attention to detail, outstanding resourcefulness, flexibility, and the ability to work independently as well as within a team setting.
- Reported and resolved issues using Jira ticket system.
- Remotely accessed customer computers using TeamViewer to resolve issues.