

Alejandro Silva

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WORK EXPERIENCE

Cyber security projects / student (part time)

October 2023 – Present

- Currently studying cyber security part time. I finished the following courses and projects:
 - o Google Cyber Security professional certificate.
 - o Learn to program with Python 3 - Udemy.
 - o Analyze Network Traffic with TCPDump - Coursera.
 - o Vulnerability Scanning with Nmap: Network Scanning - Coursera.
 - o Wireshark for beginners: capture packets - Coursera.
 - o CompTIA Security + (expected february 2024).
- Key projects:
 - o Configuring a Microsoft Azure SIEM to capture data and filter it using a honeypot.
 - o Utilized Tcpdump to capture and analyze TCP traffic.
 - o Created a port scanner with Python.
 - o Created a Python hash cracker with a dictionary.
 - o Utilized Wireshark to analyze HTTP/S and RDP traffic.
 - o Utilized Nmap to perform scans of a target and assess vulnerabilities.
 - o Set up a home network utilizing Cisco Packet Tracer.

Simar (part time)

December 2022 – Current job

Customer Success Lead

Bogota, Colombia

- Employ effective problem-solving skills to address complex inquiries and provide innovative solutions to diverse stakeholders.
- Streamline office operations to maximize efficiency and productivity.
- Facilitate international travel arrangements for senior management, accounting for time zones, visa requirements, and logistics.
- Continuously seek opportunities for professional development and stay updated on the latest industry trends, tools, and technologies to enhance administrative expertise.

Cultural Care Au Pair

June 2021 – December 2022

Customer Success Manager

Bogota, Colombia

- Support au pairs through the process of selecting their host family. Help them understand

the complete matching process and how to interview prospective families.

- Provide customer service, internally and externally, to make sure every au pair is compliant with the US State Department regulations before they set off on their journey, collecting, checking and compliance pieces and handling the necessary follow-up.
- Liaise between au pairs, host families, and staff in our Colombian offices and staff in the U.S.

Education First

November 2017 – June 2021

*Visas department head and customer service
Bogota, Colombia*

- Lead the team and succeed at securing visa approvals for our students.
- Develop strategies to implement the visa process more efficiently and work with embassies.
- Manage and review applications from the visas department.

Global Connection

May 2017 –

November 2017

*Admissions and customer service and emergency contact
Bogota, Colombia*

- Visa request processes for multiple countries.
- Plan the most secure countries to request a visa from for possible candidates.
- Provide emergency contact 24/7.

EDUCATION

Google Cybersecurity Professional

November 2023

EAN University

End date 2017

*Modern Languages
Bogota, Colombia*

CERTIFICATES

- Vulnerability Scanning with Nmap: Network Scanning
- Analyze Network Traffic with TCPDump
- Aprende a programar con Python 3

SKILLS

Leadership; Linux line-command and SQL; Python; Nmap; Wireshark; security hardening; incident response; threats, risk and vulnerabilities; packet sniffers; SIEM tools; security frameworks and controls, design principles; security mindset; strategic planning; detail oriented; strategic partnerships; collaborative; PPT presentation