

# Brandon Martinez

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## Professional Summary

Detail-oriented professional with a strong foundation in cybersecurity and extensive hands-on experience in IT operations, troubleshooting, and process improvement. Proven ability to monitor and maintain critical systems, identify and resolve technical issues efficiently, and ensure the seamless operation of complex IT environments. Skilled in collaboration and delivering exceptional results under pressure, with a passion for contributing to high-performing IT teams. Eager to leverage technical expertise and problem-solving skills in innovative and dynamic IT environments..

## Core Skills & Competencies

- Computer Operations: Monitoring and controlling core systems and related PC equipment.
- Technical Support & Troubleshooting: Diagnosing and resolving hardware and software issues efficiently.
- Networking & Systems Fundamentals: Knowledge of TCP/IP protocols, IP addressing, and network troubleshooting.
- Cybersecurity & Digital Forensics: Familiarity with intrusion detection, vulnerability remediation, and forensic analysis.
- Scripting & Automation: Basic proficiency in Bash, PowerShell, and Python for automating tasks.
- Technical Tools: Proficient with Wireshark, SolarWinds, and pfSense for network performance monitoring.
- Customer Service & Process Improvement: Excellent communication skills and experience in regulated environments.

## Education

### Associate in Applied Science in Cybersecurity

Texas State Technical College, Harlingen, TX

GPA: 3.4/4.0

Relevant Coursework: Network Security, Cyber Threats, Digital Forensics

### Certificate (In Progress)

CompTIA A+

## Certificate of Completion – Pharmacy Technician

Southern Careers Institute

### Hands-On Labs & Training Experience

- Electronic Security Systems: Configured and maintained electronic security systems during lab exercises.
- Network Configuration & Troubleshooting: Configured Cisco routers and switches, applied IP addressing and subnetting techniques.
- Server Setup and Virtualization: Deployed and managed virtual servers using VMware vCenter and vSphere.
- Digital Forensics & Intrusion Detection: Conducted forensic investigations and participated in intrusion detection exercises.
- Secure Linux Administration: Practiced system hardening, patch management, and firewall configuration.
- Scripting for Automation: Developed scripts in Bash, PowerShell, and Python for task automation.

### Professional Experience

#### Registered Pharmacy Technician

H-E-B Pharmacy, San Benito / San Antonio, TX

Jun 2021 – Present

- Accurately filled and processed prescriptions while maintaining HIPAA compliance and H-E-B operational standards.
- Delivered excellent customer service by resolving questions, coordinating refills, and supporting patient needs in a high-volume environment.
- Assisted pharmacists with medication preparation, inventory rotation, and workflow coordination.
- Maintained inventory accuracy by checking expiration dates, organizing stock, and reporting shortages.
- Supported daily operations by preparing labels, organizing prescriptions, and maintaining a clean, efficient workspace.
- Performed physical-layer troubleshooting on pharmacy workstations (checking loose cables, reseating connections, replacing damaged cords) to restore functionality and reduce downtime.
- Helped onboard new team members by demonstrating pharmacy procedures and reinforcing accuracy and safety standards.

- Collaborated with store partners to maintain smooth operations and ensure timely service for customers.

### **Registered Pharmacy Technician**

Muniz Rio Grande Pharmacy, Harlingen, TX

Mar 2019 – Feb 2021

- Processed prescriptions, verified patient information, and ensured accurate data entry in compliance with pharmacy regulations.
- Assisted pharmacists with medication counting, labeling, and preparation while maintaining strict attention to detail.
- Provided customer support by answering questions, coordinating refills, and guiding patients through pickup procedures.
- Maintained inventory accuracy by organizing stock, monitoring medication levels, and reporting shortages.
- Supported daily operations by preparing workstations, organizing prescriptions, and ensuring smooth workflow transitions.
- Performed physical-layer troubleshooting on pharmacy computers (checking power, reseating cables, identifying damaged cords).
- Assisted with printer troubleshooting related to network mapping, including verifying cable connections, identifying incorrect network paths, and reporting mapping issues to appropriate support personnel.
- Helped train new staff by demonstrating pharmacy procedures and proper handling of medications and equipment.

### **Additional Information**

#### **Languages:**

Spanish (Native); English (Proficient)

#### **Competitions & Projects:**

Participated in the NCL Hacking Competition (Oct '23), sharpening practical technical and troubleshooting skills.