

Glen Park

IT and Cybersecurity Specialist

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To obtain a challenging position with a company where I can utilize of my knowledge and expertise in the development and growth of the company as my own.

Skills

IT Skills

- PC, Server, and Database installation, configuration, troubleshoot, and maintenance
- Wireless Network and Devices installation and configuration
- Cisco Networking, Wi-Fi Systems, IPT and VPN
- DDI and MAC authentication
- Basic Programming: Python, Visual Basic, ABAP
- ITIL Implementation

Cybersecurity Skills

- Governance Risk Compliance • Linux Administration • Bash Scripting
- Cryptography • Network and Cloud Security • Web Vulnerabilities
- Penetration Testing • SIEMS • Forensics

Computer Skills

- Ability to solve complex issues, troubleshoot, and build computer systems (8+ yr Desktop Support)
- Data cabling, termination, cable management
- OS: Windows, Linux, Kali, macOS, iOS, Android
- Software: SAP, Cisco CLI, UniFi, Aruba, DRM, Putty, Analytics, Adelo, Revel, Teamviewer, RDP, MS Office 365, Google Workspace, Active Directory, Adobe Creative Cloud
- Collaboration Tool: Slack, Jira, MS Teams
- Cloud: Amazon AWS, Microsoft Azure
- CS Tools: Wireshark, Snort, Security Onion, ELK stack, BeEF, Splunk Enterprise Security, Autopsy

Work Experience

IT Analyst

CJ America, Inc (Global 500) - Los Angeles, CA, July 2015 to Present

- Analyzed and improved business IT infrastructure for corporate and affiliates offices to further improve efficiency in network, assets, governance, and IT expenses
- Involved in IT projects for new businesses and constructions by controlling budget spending, vendors, and contracts
- Supported PMI for new business acquisitions to analyze, adopt and share for business synergies
- Created IT projects to suggest and incorporate new technology into current businesses (Implemented collaboration tool, cloud service, and document management system)
- Implemented ITIL ITSM process and design to improve overall IT knowledge and efficiency
- Created and enforced IT governance and policies to be compliant with today's standards

- Provided bi-annual information security training and audits to create awareness and minimize security risks
- Configured more efficient wireless network connectivity without user interference (DDI)
- Analyzed contracts and agreements for new and existing IT solutions (ERP, POS, Managed Services)
- Managed corporate server and network by configuring settings and debugging issues
- Controlled corporate information security systems using access control and rights (S/W)
- Prevented potential OS related issues and zero-day attacks by researching and keeping IT information and solutions up-to-date
- Controlled IT asset management by organizing and calculating depreciation values to investments
- Provide uninterrupted support for Executives to troubleshoot and solve variety of issues

CRM Tier II

CDS - Los Angeles, CA, 2014 to 2015

- Researched and proposed new technology and trends to increase awareness to the company
- Researched and implemented cost saving services and cut potential expenses on assets
- Analyzed and managed Risk Management for customers for preventing potential risks
- Managed accounts on PCI Security compliance for data security and provided training
- Managed accounts using company's in-house CRM system
- Provided tier 2 remote support on POS issues and provided solutions on ongoing problems
- Managed company's server and network connectivity by troubleshooting issues

POS Specialist

CDS - Los Angeles, CA, 2012 to 2014

- Provided onsite and remote POS installation, troubleshooting and maintenance for customers
- Provided POS training for new and existing customers
- Configured and installed POS on different platforms such as PC, tablet, mobile and cloud services
- Installed network capabilities by configuring routers, switches, and servers
- Provided data cabling and patching service
- Consulted with customers for new POS solutions

System Operator

Alarm 24 - Los Angeles, CA, 2011 to 2012

- Monitored alarm systems to ensure that secure conditions are properly maintained
- Handled tasks of operating and monitoring security closed circuit alarm system
- Responsible for answering calls, transferring calls, taking messages for urgent responses

Education

UCLA - Cybersecurity Certificate 2020

Santa Monica College - Computer Science 2010

Certifications

CompTIA Security+ 2020

CompTIA A+ 2018

ITIL Foundation 2017

Languages

- Fluent in English and Korean