Mario **Canul**

21528 260th St. NE • Arlington, WA • 98223
CELL (808) 298-4410 • **E-MAIL** mcanul@hawaii.edu

Profile

- Bilingual, can speak English and Spanish natively
- Proficient in remote server administration, management and installation of Unix-like systems
- Proficient in remote server administration, management and installation of Windows systems
- Proficient in BASH and script automation
- Proficient with computer hardware, installation and troubleshooting
- Proficient typist – 100 WPM on average
- Some experience in MySQL database query and management

EXPERIENCE

- **IT Technician** at Integrated Business Solutions HI – 2019 to Current
    - Assists customers with issues using remote desktop software
    - Manages Windows Active Directory for several businesses
    - Sets up site-to-site VPN and individual VPN solutions for customers and businesses
    - Installs, configures enterprise-quality printers from various vendors (Konica, Sharp, Xerox)
    - Creates and updates documentation on various topics for other IT technicians
    - Multi-tasks between several support tickets and executes them in a timely manner
    - Provides the best customer service possible when dealing with clients
- **Undergraduate Cybersecurity Researcher** at University of Hawaii Maui College – 2013 to 2019
    - Blockchain development using Ethereum ERC20 tokens
    - Instructed NSA-funded GenCyber camps (2016, 2017, 2018)
    - Instructed Air-Force funded CyberPatriot camps (2017, 2018)
    - Managed various projects, such as setting up servers and demonstrations
    - Created curriculum for cybersecurity classes and helped organize events such as the MEDB Hawaii STEM conference
    - Installed and oversaw college-wide network monitoring and auditing using intrusion-detection systems
    - Conducted penetration testing using exploitation tools in an ethical and controlled environment
    - Stayed up to date on the latest security exploits to protect network systems
    - Led office security audits, made sure employees had safe information habits, from private local businesses to UH Maui College facilities
- **Information Technology Help Desk** at University of Hawaii at Manoa – 2016 to 2017
    - Helped students and faculty alike with computer related issues through remote software
    - Showed patience and well mannered customer service skills
    - Demonstrated clerical abilities for keeping track of issues and solutions

  o Provided printer support and troubleshooting

- -

EDUCATION

University of Hawaii Maui College, Kahului, HI

   AA – Liberal Arts

King Kekaulike High School, Pukalani, HI

<center>

<u>REFERENCES</u>

</center>

Name: **Dr. Debasis Bhattacharya**

Occupation: Professor and Program Coordinator of Applied Business and Information Technology

at the University of Hawaii Maui College

Duration of employment: 6 years

Phone: (808).280.8951

Email: debasisb@hawaii.edu

Collaborations and works: http://maui.hawaii.edu/cybersecurity/

Name: **Bryan Hieda**

Occupation: Information Technology Operations Manager at the University of Hawaii Maui College

Duration of employment: 2 years

Phone: (808).870.2468

Email: bhieda@hawaii.edu

Name: **Dr. James Armstrong**

Occupation: Maui Technology Education & Outreach Specialist at the Institute for Astronomy

Relationship: Long time friend, mentor and colleague

Phone: (808).344.1250