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SUMMARY:

Highly driven IT support specialist seeking to leverage my customer support experience, grit, and analytical skills to support IT systems and protect employee client assets. Adept at discovering, assessing and meeting IT compliance regulation standards. Team player motivated to diligently learn, teach and persistently meet all organizational needs.

TECHNICAL SKILLS:

Tools: Microsoft Office, Google Suite, Wireshark, Snort, Splunk, Kali Linux, Ubuntu, Burp Suite, Nmap, Autopsy, Netcat, Nessus, Metasploit, John the Ripper, SIEM technology, Box, Windows, Mac.
Skills: Python scripting, packet analysis, incident response, data backup, data recovery, vulnerability assessment, risk management, penetration testing, firewall setup, malware analysis, linux administration.

EXPERIENCE:

EB Ophthalmology- Information Support Specialist *August 2020-May 2021*
- Improved overall network & medical data security with intensive risk analysis.
- Manage EHR system and provide IT support to Doctors and staff
- Provide support and onboard patients onto payments, scheduling and med apps
- Provide maintenance to firewalls, software, hardware and physical security
- Documented all tech support tasks into easy to follow instructions for future staff
- Provide maintenance to firewalls, software, hardware and physical security
- Set up and currently manage VOIP polycom system throughout all offices
- Lead for configuring & troubleshooting all A/V equipment for doctors/staff
- Regularly backup data in HIPAA compliant manner on cloud and external drives

ADP- District Manager Tech Support Lead *October 2018-February 2020*
- Regional MVP for East Bay Area July FY20 363.7%
- Supported teams trainings on Competitive Intelligence
- Facilitated all onboarding for new and upgraded clients to ADP platforms
- Offered regular training on services and platform navigation to clients
- Provided remote technical support for all teams within Bay Area region
- Led team trainings on effectively and securely using ADP Technology/Apps

PROJECTS:

UC Berkeley Capstone Penetration Test and Incident Response

Conducted a full pen test from information gathering to post-exploitation. Next analyzed the attack through Wireshark and offered recommendations to patch vulnerabilities and mitigate future risks. Project provides insight to financial orgs that have unsecure networks and web apps.

EDUCATION:

Cybersecurity Boot Camp: University California Berkeley Extension, Belmont CA 02/2020
An intensive 24-week long boot camp with a multi-disciplinary approach to attain proficiency in IT, networking and modern information security. Training and skills comparable to Security+, Network+, CEH and CISSP.
Bachelor of Arts: The Master's University, Santa Clarita, CA
Comptia Security+ certification (in progress 08/2021)