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| Jesus Francisco Contreras  MS Cybersecurity | | |
| (480) 217-5432 | | Jesus.Contreras6@Protonmail.com |
|  | OBJECTIVE |  |
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| Talented and self-dependent individual with leadership and information technology background, as well as a strong desire to grow technical skills, and ability to learn new technologies swiftly. | | |
| EDUCATION — | Experience |  |
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| MS Cybersecurity and Information Assurance  Western Governors University  September 2019 – June 2021  BA Psychology  Arizona State University  August 2014 – December 2016 | **March 2020 - Present**  **Manager • Western Governors University**   * Lead team of 13 Counselors; increased Year-over-Year Enrollment by 5% while having a -30% Year-over-Year applicant lead. * Created and maintained Tableu, Salesforce, and spreadsheet reports to advance conversion rates and continuously report to senior leadership. * Promoted 1/3 of my team to new positions to increase their skillset and contribution to the University based on their goals.   **May 2017 – March 2020**  **IT Enrollment Counselor II • Western Governors University**   * 2018 & 2019 IT Enrollment Deliver Results award winner. * Led team and IT enrollment in status changes, enrollments, student satisfaction, and conversion percentage. * Mentored multiple new team members and continuously assisted the supervisor to find resolutions for escalated situations. | |
| Certifications — | Technical |  |
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| Certified Ethical Hacker (CEH) | March 2020  CompTIA Security+ | October 2019  Cisco Certified Network Associate (CCNA) | August 2019 | OS’s: Windows 10, Windows Server 2019, Linux (Kali, Ubuntu)  Networking: TCP/IP, DNS, DHCP  Security Principles: Risk Management, Controls, CIA, Risk Assessment, Group Policy, SIEM (ELK)  Scripting: Python  Virtualization: VMware, Virtualbox | |
|  | LEADERSHIP |  |
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|  | I make decisions for my team based on data, always taking the individual and the organization in upmost consideration. | |