**Israel Rodriguez**

isrrodriguezand@gmail.com | (310) 894-0098 | Hawthorne, CA | https://www.linkedin.com/in/israel-rodriguez

**PROFESSIONAL SUMMARY:**

Cybersecurity enthusiast with 3 years of IT technical support background. Experience with Windows 7, Windows 10, Windows Server 2012 R2 and Linux based systems such as Ubuntu and Debian. Played a variety of roles from Customer Support to Field Technician within my current team to adjust for the tremendous amount of support needed. Seeking to grow within a tech based company that will allow me to further my career in Cyber Security and Tech Support.

**EDUCATION**

**CSU Long Beach** Long Beach, CA

College of Professional and Internal Education - Cybersecurity July 2020 - April 2021

*Coursework: Windows Security, Computer Networking, Linux Security, Network Security, Ethical Hacking*

**SKILLS & CERTIFICATIONS**

**Certifications:** Network Security + expected July 2021, Linux Essentials Expected July 2021

**Operating Systems:** Windows Server 2012 R2, Windows 7, Windows 10, Ubuntu, IOS

**Networking:** VLANs, static routing, IP Configuration, subnetting

**Languages:** Python, Linux

**PROJECT EXPERIENCE**

**Project: Network Security | CSU Long Beach** September 2020

Scope: Planned and configured a corporate network as newly hired Jr. Network Admin

* Used a downloaded file in Cisco packet tracer to set up three connecting but separate network locations
* Designed IP address scheme and implemented VLANs and Trucking
* Secured remote access by only allowing specific ports (i.e. 80 and 443) to remain open

**Project: Ethical Hacking | CSU Long Beach** March 2021

Scope: Acted as a part of a Penetration Testing Team to find potentially sensitive information which was hidden by a recently fired employee

* Explored sensitive files by first cracking the given hash and using found information to further investigate
* Used network scanning tools within Linux terminal to perform vulnerability scanning
* Obtained remote shell on vulnerable VM using Metasploit Console

**PROFESSIONAL EXPERIENCE**

**LAUSD - LA’s BEST After School Program,** Los Angeles, CA March 2018-Present

*Field Technician / Tier 1 Tech Support*

* Scheduled computer and printer maintenance for 200+ LAUSD elementary schools
* Troubleshoot and diagnosed problems reported from Office or Site Staff though our ticketing or call system. Cases resolved remotely by using NetSupport Manager and LogMeIn unless physical support was needed
* Collaborated with team to deploy remote software and settings for 60+ office staff members to work from home. Laptops and accessories were loaned out for staff to use LogMeIn software. Deployment and documentation was completed within given time frame of three weeks.
* Kept logs/records of incident solutions to provide team members and other departments with status updates and resolutions

**Robert Half - L.A. Election 2020**, Los Angeles, CA October 2020–November 2020

*Field Service Technician*

* Oversaw any and all issues relating to BMD (Ballot Marking Device) used to vote, iPads used for Voter registration, or any other technology related field
* Ensured voter safety and confidentiality by performing routine checks on BMD scanners/printers and Voter Registration synchronization between all Ipads
* Actively monitored incident reports though Cherwell ticketing system