**Gaely Manalad**

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**Technical Skills**

**Expertise:** **-** Technical Support - System Upgrades & Optimization

- Virus Detection, Removal & Prevention - Security, Backup & Recovery Solutions

- Technical & User Documentation - Relationship Management

**Platforms:** Windows, Unix, Linux, Mac OS X, iOS, Android

**Security:** Advanced user of intrusion-detection, IDS/IPS, DLP, SIEM, vulnerability-scanning, web gateway, antivirus tools

**Networking:** LANs / WANs, TCP / IP, VoIP, DNS, HTTP, Firewalls, Wireless / VPN, Cisco Routers & Switches, Firewalls, Active Directory

**Hardware:** iPads, iMacs, tablets, desktops, laptops, printers, scanners

**Applications**: Zendesk, Microsoft Office, Norton / McAfee Antivirus, Symantec Backup Exec, Norton Internet Security, VMware

**Projects**

**Penetration Testing**

* Conducts vulnerability assessment scans, exposing security vulnerabilities and risks and recommending solutions to mitigate such vulnerabilities using Kali Linux, Metasploit, Burp suite
* Summarized and documented results of testing for management reporting including proper disposition of test

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**Incident Response**

* Performed a malware analysis using Wireshark, SIEM(Splunk), [Network Intrusion Detection and Prevention System](https://www.snort.org/) for analyzing network traffic for suspicious behavior and real threats
* Created a post incident report and methods to mitigate the risk

**Experience**

**Support Technician/Inventory Testing Associates**

IT CreationsApril 2019 – June 2020

* Troubleshoot server and replace hardware parts such as hard drive, motherboard, power supply, processor, memory, monitors and LCD screens
* Run diagnostics
* Diagnosing and solving hardware or software faults
* CPU’s testing
* Assemble and set up servers
* Performing tests and evaluations on hardware
* Assist other departments with any technical issues

**Desktop Support Technician**

Teletech Philippines December 2015 –December 2016

* Supported over 1000 computers
* Handle daily technical support activities on desktop support, data network and server management (Windows server 2002, 2003, 2007, 2010)
* Work with group policies
* Created user accounts, edited user account information, reset user passwords and removed access to the network utilizing active directory.
* Manage customer issues and requests by creating, tracking and documenting technical solutions
* Maintains, configure, analyzes, troubleshoots, and repairs desktop computers, laptop/notebook computers, printers, peripheral hardware and software
* Build\deploy new workstations (desktop & laptop PC's)
* Install\upgrade hardware\software on Windows workstations
* Provide LAN (Local Area Network) and WAN (Wide Area Network) support to remote end users
* Provide network support
* Handle daily technical support activities on desktop support, data network and server management
* Uses logic and reasoning to identify and resolve issues that may impede delivery of quality service

**Education**

**Cybersecurity**

University of California, Los Angeles

A highly intensive 24-week long training program in cyber security. Skills learned consist of Wireshark, Kali Linux, Metasploit, Burp Suite, Pen testing, Splunk, Digital Forensics, Python, SQL, and training towards Security+, Network+ and CISSP.

**Computer Programming**

St. Nicolas College of Business and Technology

**Computer Literacy and PC Troubleshooting**

Systems Plus Computer College

**Certificate**

CompTIA CertMaster Practice for Security+ SY0-501