

# Juliana Soto

## Cybersecurity Analyst

Chesapeake, VA

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## SKILLS

- Incident dashboard technologies
- HIPAA compliance
- Effective communication
- Excellent organization
- Outstanding collaboration

## EXPERIENCE

### **Nice Touch Healthcare Group, Chesapeake, VA** - *Accounting Assistant*

MARCH 2021 - PRESENT

- Manage correspondence with more than 10 healthcare providers
- Ensure adherence to HIPAA/PHI requirements
- Coordinate patient appointments with healthcare providers

### **Danni Harbor Technologies, Hampton, VA** - *Lead Customer Service Agent*

FEBRUARY 2020 - MARCH 2021

- Managed a team of 15 customer service representatives to ensure key operational metrics were achieved
- Trained customer service representatives to properly authenticate customers
- Provided social engineering training to customer service representatives

### **The Outfitters, Virginia Beach, VA** - *Sales Representative*

JULY 2019 - FEBRUARY 2020

- Interacted with organizational leadership and management staff
- Demonstrated an ability to manage and operate dashboard technologies
- Assisted in execution of visual displays, merchandising, and marketing strategies

## EDUCATION

### **Google Cybersecurity Certificate** - *Online certificate*

AUGUST 20XX - FEBRUARY 20XX

## LANGUAGES

English | French | Spanish