

## Andrés Zambrano

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### Professional profile

Electronic and Telecommunications Engineer, currently specializing in Information Security. Strong experience in team leadership, operational and logistical process management, and technical support in the financial and telecommunications sectors. B2 level English. Focused on coordination, supervision, diagnostics, maintenance, and information security under agile methodologies. Experience in cybersecurity compliance, vendor management, and service indicator improvement.

### Education

#### Universidad Autónoma de Occidente

Specialization in Information Security

Graduation Date 2024 – Ongoing

#### Harvard University (CS50) - Online

Introduction to Cybersecurity

Graduation Date 2024

#### Universidad Autónoma de Occidente

Electronic and Telecommunications Engineering

Graduation Date 2023

#### Universitat Politècnica de Valencia

ICT Fundamentals for Business Professionals: Cybersecurity and Social Implications

Graduation Date 2019

### Experience

#### MinTIC

##### Rural Telecommunications Engineer

June 2024 – December 2024

- Led feasibility studies on electrical and telecommunications infrastructure in rural communities.
- Achieved 90% coverage of assigned communities, meeting connectivity goals.
- Prepared technical reports and feasibility analyses for the Ministry.
- Conducted training and awareness programs on technology and connectivity.
- Utilized geolocation tools and generated .KML files for network design.

#### A Toda Hora S.A - AVC

##### Operations Technician

October 2015 – November 2023

- Coordinated and audited telecom and physical security infrastructure providers.
- Installed and configured CISCO routers, RAVEN Sierra, and VSAT Cable-modems.
- Diagnosed and maintained ATM hardware (Hyosung, Diebold, Wincor).
- Implemented and supported CCTV systems with EUDOX DVRs and IDIS NVRs.
- Achieved 96% compliance with SLAs and outstanding evaluation scores.

#### A Toda Hora S.A - AVC

##### Regional Coordinator (Interim) - December 2015 – October 2017

December 2015 – October 2017

- Supervised preventive and corrective maintenance of ATMs.
- Managed a regional team of 10 members, ensuring KPI and SLA compliance.
- Led ATM restoration in conflict-affected areas of Buenaventura.
- Controlled financial and logistical resources.
- Received excellent feedback from national managers.

## **Andrés Zambrano**

### **Hotel y Casinos Aladdin S.A.S** **Technical Support Technician**

May 2015 – October 2015

- Diagnosed, installed, and repaired electronic entertainment and self-service systems.
- Provided second- and third-line repair support, including part replacements for bill validators, coin acceptors, thermal printers, LCD monitors, CRT monitors, specialized boards, electromechanical devices, mechatronic devices, animatronic devices, luminous devices, underfloor and overhead electrical wiring, bill and coin counters, keyboards, and joysticks.
- Achieved outstanding performance in repairs within the first month, earning access to casinos and workshops simultaneously.
- Assigned as an on-site electronic support technician in a casino, managing inventory, stock control, quality control, and on-site testing.
- Used manual tools, electronic measuring instruments, and interpreted electrical and electronic schematics.

### **Credibanco**

#### **Access Media Technician**

August 2012 – December 2014

- Led payment device reprogramming with an 8-person team.
- Trained VIP merchants (Falabella, La 14, Cencosud, Price Smart) on payment devices.
- Provided first- and second-line technical support for POS terminals (Verifone, Spectra, Ingenico).
- Designed a technical support and service manual.
- Managed encryption keys for POS terminals (3 DES - Master Key).

### **Certifications**

- Lean Six Sigma White Belt
- Scrum Foundation
- Business Intelligence
- Cybersecurity Awareness Professional Certification
- Remote Work
- International Cybersecurity Forum in AI Times
- ISO 27001 Workshop
- Ethical Hacking
- Server Administration Technician
- Web Design and Strategy Implementation
- NIST Cybersecurity Framework Implementation
- Networks and Transmission Media
- Operation and Installation of Rotating Machines

### **Skills & Interests**

- SLA and KPI Management with Service Manager
- Task Management with Trello
- Asset Inventory with Asset Manager
- Linux - Audit – Hardening with Linux
- Ethical Hacking – Kali – Metasploit – Nmap – Wireshark
- Audit reports – PwnDoc
- Disk Encryption and Data Protection with VeraCrypt
- Infrastructure Virtualization (Servers - Services)
- Perimeter Security (PfSense, FirewallD - MikroTik)
- Linux Administration (Ubuntu, Kali, CentOS)
- Agile Methodologies (Scrum, Six Sigma)
- BPMN, Gantt, SWOT Diagrams
- ISO 27001 Compliance
- SIEM - IDS/IPS (Elastic, Suricata)
- Employee and Client Training
- Structured Cabling and Telecommunications Knowledge