Enrique Palma

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Summary

Resourceful and adept IT professional with bachelor's degree and Security+ certification. One year of experience building and maintaining phishing servers, conducting phishing campaigns, and troubleshooting network issues, hardware, and software as a tier II IT technician. Technical background in web development, programming, virtualization technology, and vulnerability scans. Strong interest in computer networks and security engineering.

Skills

- Systems and networks: Windows; Linux; installing and configuring computer hardware and software; maintaining LAN, WAN, NAS, and VPNs; troubleshooting
- Programming: C; Java; Javascript; HTML; Bash
- Security: Installing firewalls and routers; data encryption; risk mitigation strategy and threat analysis; brute force; proficient in compliance regulations and standards of PCI-DSS, HIPAA, CCPA, ethical hacking, vulnerability scans, and penetration testing

Professional Experience

IT TECHNICIAN/SECURITY SPECIALIST TIER II | NUVIEW TRUST | MAY 2022-PRESENT

- Conduct phishing campaigns using GoPhish framework. Create phishing emails using HTML.
- Provide social engineering awareness training of staff. Developed HTML website for staff with educational cybersecurity-related content.
- Troubleshoot hardware, software, and network-related issues.
- Manage Active Directory, Microsoft Exchange and Office 365. Set up all new devices for the organization.
- Administrate VoIP software. Create workflows, manage accounts, create reports for department managers, and troubleshoot software and network issues.
- Created security policies and integrated Bitdefender antivirus software with Active Directory domain.
- Onboard and train new staff on organization technologies.
- Remotely support devices via phone, email, and chat support.

OWNER | ORLANDO MOTO STORE | JUNE 2013-APRIL 2017

- Created, designed, and maintained ecommerce website.
- Provided customer service by answering questions timely via live chat and email, investigating service issues, and providing prompt resolutions to complaints.
- Assisted customers in selecting the best products, developed online ad campaigns, and established social media presence to maintain close contact with customer base.

Education

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY | DECEMBER 2022 | UNIVERSITY OF CENTRAL FLORIDA IN ORLANDO, FL

Certifications

· CompTIA Security+ SY 601 (2022)
· TestOut IT Fundamentals Pro Certification (2021)

Projects

PHISHING SERVER (JULY 2022-PRESENT)
· Integrated GoPhish firmware into network to build in-house virtualized Linux phishing servers.
  o Created a variety of HTML email templates for use in organization's phishing campaigns.
  o Configured exchange server connector to allow phishing server emails into Microsoft Outlook emails.
  o Created spoofed email addresses to produce realistic phishing scenarios.
  o Built website with Bootstrap to create educational landing page for the organization. Hosted website on a local machine.

HOMELAB (OCTOBER 2022-PRESENT)
· Built bare metal hypervisor using Proxmox Virtual Environment.
  o Created Linux virtual machine to install pfSense firewall. Configured pfSense firewall as the DHCP server to use as a virtual router.
  o Deployed Ubuntu container to host Fyrefly III financial management software for home use.
    ▪ Installed and configured NGINX web server and MariaDB database server to host app's web interface.
· Used PiHole as DNS server on a Raspberry Pi to block internet trackers and ads for the entire network.