

# Fabiany Morales

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## CERTIFICATIONS

CompTIA: Security+, CySA+, Network+, Pentest+, A+, Project+  
ISC<sup>2</sup> Systems Security Certified Practitioner (SSCP)

ITIL v4 Foundation  
Pursuing TryHackMe SOC Certification

## EXPERIENCE

**Title:** Lead IT Field Technician / Help Desk

7/2024 - Current

**Company:** Cloud Choice Technologies

**Location:** Port St Lucie, FL / Onsite

- Install and configure network infrastructure, including pfSense firewalls (IPSec tunnels, VPNs, VLANs, port forwarding, DHCP pools, Dynamic DNS, CARP, and Radius authentication), UniFi switches/APs, and HikVision NVRs, ensuring seamless connectivity and security across client environments.
- Provide Tier 1 and Tier 2 support for a broad range of technical issues, including Windows and Mac OS troubleshooting, Active Directory/Entra administration, and networking challenges (VPNs, DNS, DHCP, network drives, etc.).
- Manage and optimize access control through HikConnect for camera systems, providing client-specific permissions and troubleshooting network-related issues to maintain uptime and performance.
- Diagnose and resolve complex IT issues through a variety of MSP tools including the ConnectWise Suite (ScreenConnect, PSA Manage, ITBoost), Zabbix, ThreatLocker, SentinelOne, UniFi, O365, Azure/Entra, Exchange, Active Directory, Appraver, Augment, MX Toolbox and much more.
- Conduct thorough security audits using HackerTarget and schedule Nmap & Vulnerability (OpenVas) scans to assess and enforce compliance with network security standards.

**Title:** IT Infrastructure Intern

5/2024 - 9/2024

**Company:** Florida Crystals Corporation

**Location:** West Palm Beach, FL / Hybrid

- Collaborate with the IT team to collect, analyze, and document data on end-user computing devices, network components, server, and cloud infrastructure, ensuring accurate asset inventory with xAssets.
- Assist in the development and implementation of processes for xAsset deployment and configuration, maintaining the integrity and accuracy of asset data by cross checking with other softwares like SCCM, Tanium, SolarWinds, and more.
- Contribute to the creation and standardization of network, server, and cloud topology documentation, enhancing organizational infrastructure management practices utilizing the Office 365 suite.

**Title:** IT System Administrator

3/2023 - 1/2024

**Company:** SoftwareIDM Inc

**Location:** Palm Beach Gardens, FL / Hybrid

- Administered Microsoft suite, overseeing Azure-related components and implementing secure email policies with Microsoft Exchange and DLP policies with Purview.
- Exceeded service desk SLA requirements by swiftly troubleshooting tickets (Zendesk / Zoho Desk & CRM), particularly for proprietary software like Identity Panel.
- Ensured a secure IT environment by controlling and monitoring company endpoints via Microsoft Intune.
- Managed user provisioning lifecycle within Entra and maintained licensing compliance in our Microsoft environment.

**Title:** Electrician

5/2019 - 2/2023

**Company:** BlyCo Electric / ElectraServe

**Location:** Fort Pierce, FL

- Troubleshoot and repair complex electrical issues, using technical knowledge and problem-solving skills.
- Maintained electrical systems in commercial settings, ensuring compliance with industry standards and regulations.
- Interpreted blueprints and schematics while developing innovative troubleshooting strategies to overcome obstacles from other trades and unexpected challenges on-site.

## EDUCATION

Bachelors in Cybersecurity & Information Assurance

Western Governors University, June 2024

Associates in Business Administration

Brookdale Community College, May 2018

## PROJECTS & ACCOMPLISHMENTS

- **GitHub Portfolio:** Created a SOC environment using Azure Sentinel (SIEM) for real-time threat detection and response. Implemented a secure Active Directory domain controller on Windows Server 2019 and installed Wazuh on endpoints to monitor and address vulnerabilities. <https://github.com/Fabiany-cs>
- **TryHackMe:** Completed numerous TryHackMe labs to gain a versatile set of skills in cybersecurity ranging from Snort IDS/IPS rules, Splunk, Wireshark tracking, utilizing Threat Intelligence tools like OpenCTI and Mitre ATT&CK. Phishing analysis with PhishTool, VirusTotal, and MXToolBox.
- **Capstone Excellence Award:** Received an excellence award from Western Governors University for my capstone project on the importance and implementation of Microsoft Intune within an enterprise environment.
- **Portfolio:** <https://www.fabianymorales.com>

## SKILLS & TECHNOLOGIES

Bilingual English/Spanish, Wireshark, Snort, Troubleshooting, SIEM, Python Scripting, Network Security, Kali Linux, Continuous Learning, NIST CyberSecurity 2.0 Framework, HikVision / Phishing Analysis, Network Hardware Rack Installs (Unifi)