

Fruendly Alexis

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Experienced IT professional transitioning into a cybersecurity role. Recently graduated with a Bachelor's degree in Cybersecurity and Information Assurance. Strong foundation in security with multiple certifications including Security+, CySA+, and Pentest+. Diverse technical background spanning help desk support, system administration, and infrastructure management. Personal interest in AI, Security, and DIY tech.

Professional Experience

Tech Ops Specialist INSHUR - Hybrid New York, NY June 2023 to Present

- Managed Mac and Windows devices using MDMs (Jamf, Intune) and Endpoint Protection (Sophos), ensuring compliance with security policies.
- Secured user accounts in Google Workspace and O365, implementing identity management and access control best practices.
- Provided infrastructure support using GCP, GitHub, and HackerOne platforms.
- Delivered support using: Postman, Python, JavaScript, MongoDB, BigQuery, SQL.

Level II Help Desk Future Tech Enterprise Inc - Long Beach, NY June 2021-2023

- Resolved an average of 20+ technical tickets per day for a Long Beach school district by providing expert support for Windows desktops, Macs, and printers.
- Successfully managed account configurations through Active Directory and Azura AD to efficiently troubleshoot basic DNS, DHCP, and TCP/IP issues.
- Coordinated and executed the seamless migration of O365 to Google Workspace.
- Provided comprehensive technical support encompassing Office 365, JAMF, Aruba Central, and other essential tools to ensure smooth operations.

Field Service Technician II Toshiba Global Commerce Solutions, Inc. November 2019 to June 2021

- Successfully transitioned Walgreens contract from IBM to Toshiba, ensuring seamless delivery of field services
- Demonstrated proficiency and promoted to Level 2 Technician due to outstanding technical skills and expertise
- Trained and supervised new hires, contributing to the overall growth and development of the team.

Education

Bachelors Cyber Security And Information Assurance WGU-Online (August 2024)

Associates Cyber Security And Information Assurance Suffolk Community College (May 2019)

Certifications and Skills

Network+, Project+, Security+, CySA+, Pentest +, SSCP, CCSP
Python, SQL, Docker,