

Elvis Montan

Help Desk / IT Professional

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Professional Summary

Motivated IT Support Professional with a strong foundation in troubleshooting, networking fundamentals, system security, & customer service. Experienced in resolving technical issues, assisting users in high-pressure environments, & following structured procedures. Currently studying the CompTIA A+, with hands-on experience in Linux, Windows, device security, & support workflows.

Experience

Javier Parking | Operations Associate (2015–Present)

- Coordinate with production companies & local authorities to secure designated areas, ensuring compliance with regulations & preventing unauthorized access.
- Manage conflict resolution in high-stress environments by de-escalating disputes & enforcing access policies, like maintaining security protocols.
- Collaborate with stakeholders (residents, businesses, film crews) to balance competing needs, reflecting strong communication & risk management skills.

Amazon Flex | Delivery Associate (2019–Present)

- Follow strict operational protocols for package security & handling high-value items.
- Apply route-optimization technology to complete time-sensitive tasks with accuracy, mirroring analytical, & detail-oriented skills used in cybersecurity.
- Maintain data privacy & confidentiality when handling customer information & packages.

Freelance Photographer (2012-2020)

- Managed multiple client projects independently, demonstrating strong time management, organization, & attention to detail.
- Handled sensitive client files, ensuring secure storage, backups, & data privacy.
- Collaborated with clients to meet specifications, strengthen communication, problem-solving, & project documentation skills.
- Developed technical proficiency with software tools (Adobe Photoshop, Lightroom) & digital file management, highlighting adaptability to new technologies.

Core Skills

- **Technical Support:** Basic Windows troubleshooting, password resets, account support, device configuration

- **Networking:** TCP/IP, DNS, DHCP, VPN basics, router/local network configuration
- **Systems:** Windows OS, Linux CLI (intermediate), Active Directory concepts
- **Tools & Platforms:** Ticketing systems (Zendesk / Freshdesk style), SIEM basics (Splunk / Elastic), Wireshark
- **Soft Skills:** Communication, conflict resolution, problem-solving, independent & self-directed learner

Training & Certifications

- **CompTIA A+ | In Progress (2025):** Studying hardware, OS troubleshooting, system imaging, networks, ticket workflows & help desk fundamentals.
- **Google Cyber Security Certification:** Completed training in network security, SIEM, Linux, SQL, & incident response with hands-on labs.
- **CompTIA Security+ Certification:** Certified; demonstrated knowledge in IAM, network defense, cryptography, & risk management.
- **TryHackMe SOC Analyst Level 1 Certification:** Hands-on training in SOC tiers, log analysis, SIEM investigation, threat detection, & case handling.
- **Certified Ethical Hacker (CEH):** In Progress (Expected 2026)