

# Joshua A. Camara

## Aspiring Cybersecurity Professional | IT-Certified

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### Professional Experience

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#### **Sports Specialist & IT Help Desk Support,**

Belmont, MA

*Belmont After School Enrichment Collaborative*

- Led structured sports activities and managed seasonal intramural leagues for elementary and middle school students
- Designed and implemented age-appropriate physical education programs to teach sports fundamentals, improve motor skills, and promote healthy lifestyles
- Provided **tier-1 IT support** for staff and students, troubleshooting hardware, software, and connectivity issues across desktops, tablets, and classroom devices
- Installed and maintained basic **AV equipment, printers, and user accounts** in a school setting, ensuring minimal classroom disruption
- Assisted with **Google Workspace, Microsoft Office, and learning platform support**, including password resets and technical training for staff
- Maintained documentation of tech support issues and escalated unresolved problems to higher-level IT staff
- Developed strong communication and problem-solving skills in both educational and technical contexts

#### **Asset Protection, Best Buy**

Watertown, MA

- Monitored surveillance systems to detect theft and loss risks.
- Analyzed threat patterns, enforced physical security protocols, supported incident investigations, and maintained daily security logs.

#### **Member Service Representative, Naveo Credit Union**

Somerville, MA

- Delivered excellent member support, handling account services, transactions, and issue resolution efficiently. Guided members on products and escalated complex needs to specialists.
- Ensured regulatory compliance and secured member data. Resolved basic tech issues and coordinated with IT for escalations.
- Managed branch operations, including cash handling and reporting.
- Applied strong communication and problem-solving skills to enhance member experience.

#### **Service Desk Support, Star Market**

Belmont, MA

- Demonstrated multitasking and problem-solving skills by balancing customer-facing responsibilities with back-end IT support.
- Providing smooth store operations and ensuring a quality user-experience.

### **Freelance Cybersecurity Analyst, Scarfo Painting**

- Conduct regular **vulnerability assessments** to identify and mitigate security risks across company systems and devices.
- Perform **network scans and traffic analysis** using tools like Nmap and Wireshark to detect potential threats or unauthorized access.
- Ensure all software, operating systems, and applications are **patched and updated** regularly to maintain cybersecurity hygiene.
- Support the company's **transactional security** by safeguarding sensitive customer payment data and monitoring for fraud or data breaches.
- Provide ongoing **IT recommendations** to improve security posture, including firewall configurations and endpoint protection.
- Document findings and maintain a log of all security activities to support compliance and incident response planning.

### **Help Desk, Salem State University**

- Provided first-level technical support to students, faculty, and staff via phone, email, and in person
- Resolved issues related to passwords, network access, email, and software installations
- Logged and tracked support requests using ticketing systems like ServiceNow or Zendesk
- Assisted with the setup and maintenance of campus lab computers and classroom AV equipment
- Escalated complex issues to senior IT staff while ensuring timely communication with users
- Maintained inventory of loaner equipment and supported device check-in/check-out
- Trained new student workers on help desk procedures and customer service best practices
- Delivered excellent customer service while managing multiple requests under time pressure

## **Education**

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### **Completed Advanced Cybersecurity Boot Camp, Suffolk University**

- Completed 400+ hours of hands-on training in core cybersecurity concepts and tools
- Gained experience with **network security, vulnerability assessment, SIEM tools (Splunk), firewalls, and ethical hacking**
- Practiced real-world scenarios in **threat detection, incident response, penetration testing, and risk analysis**
- Worked with tools such as **Wireshark, Metasploit, Kali Linux, and Nmap**
- Trained in **security protocols, identity & access management (IAM), and regulatory compliance** (e.g., NIST, HIPAA, GDPR)
- Developed technical problem-solving and security report-writing skills
- Collaborated on team-based security projects simulating enterprise environments

### **Bachelors Degree in Communications, Salem State University**

- Gained a strong foundation in digital media, communication strategy, and content creation across platforms
- Completed coursework in **digital technologies, media production, and information systems** that introduced key IT concepts and tools
- Developed hands-on skills with **multimedia editing software, web platforms, and basic IT troubleshooting** in lab and classroom environments

- Collaborated on projects involving **technology integration**, digital storytelling, and online communication strategies
- Gained exposure to **networking fundamentals**, **file management**, and **tech-based communication systems**
- Strengthened skills in critical thinking, technical communication, and problem-solving through cross-functional projects

## Projects

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### **Podcast Producer/Host**, *Timeout Talks with Ben and Josh*

- Managed cloud-based podcast tools and equipment.
- Produced and edited episodes, handled post-production, organized files, scheduled guests, and shared content across platforms like Spotify and YouTube.

### **Intern/Play-by-play Announcer**, *Barstool Sports - The Kirk Minihane Show*

- Edited social media clips, created content, on-air production.
- Provided play-by-play commentary for Kirk Minihane's basketball team, reaching 50k weekly viewers.