

Joshua A. Camara

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Professional Summary

IT-certified and cybersecurity-trained professional with experience in help desk support, vulnerability assessments, and network troubleshooting. Adept at resolving hardware/software issues, implementing secure practices, and delivering exceptional end-user support. Passionate about cyber defense and incident response.

Technical Skills

Tools: Splunk, Wireshark, Nmap, Kali Linux, Metasploit, Google Workspace, Microsoft 365

Systems: Windows, macOS, Linux, AV setups

Concepts: SIEM, IAM, Vulnerability Management, Compliance (HIPAA, GDPR), Tier-1 Support

Soft Skills: Problem Solving, Documentation, Communication, User Training

Experience

Freelance Cybersecurity Analyst

Scarfo Painting (Remote) – 2024–Present

- Conducted vulnerability assessments, network scans, and endpoint audits
- Advised on firewall settings, patching, and secure payment data practices
- Documented findings for compliance and incident response readiness

IT Support Technician (Various Roles)

Salem State University, BASEC, Star Market – 2016–2024

- Provided Tier-1 support to 1000+ users via phone, email, and in-person
- Resolved issues involving networks, email, devices, and classroom tech
- Used ticketing systems (ServiceNow/Zendesk) and supported AV/loaner equipment
- Trained staff and students on common tools (Google Workspace, Office 365)

- Escalated complex technical issues and maintained detailed support logs

Member Services & Asset Protection

Naveo Credit Union / Best Buy – 2019–2021

- Supported secure data handling and customer-facing tech systems
 - Monitored surveillance systems and followed incident response protocols
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Education & Certifications

Cybersecurity Boot Camp – Suffolk University (2024)

- 400+ hours of hands-on training in threat detection, SIEM, ethical hacking
- Tools: Splunk, Wireshark, Kali Linux, Metasploit, Nmap
- Concepts: IAM, Network Security, Compliance (HIPAA, GDPR)

B.A. in Communications – Salem State University (2020)

- Focus on digital media, IT integration, and technical communication
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Projects

Cybersecurity Audit – Scarfo Painting

- Identified system vulnerabilities and implemented remediation plans

Podcast Producer – Timeout Talks

- Managed production, editing, and distribution using cloud tools

Intern – Barstool Sports (The Kirk Minihane Show)

- Edited content, assisted with on-air production, and streamed to 50K+ viewers

References:

Amanda Burke – Site Director, BASEC – (617) 784-5499

Samantha Cicerone – Ops Specialist, Naveo CU – (617) 943-0874