

# Robert Galindo

Co-Manager | Cybersecurity Professional | Aspiring to be Software Engineer

📍 1445 W Florida Ave, Hemet, CA 92543 📞 (951) 852-7092  
@ [rgalindo1817@gmail.com](mailto:rgalindo1817@gmail.com) 🔗 <https://www.linkedin.com/in/robert--galindo>

## Education

**San Diego State University** **September 2020 - October 2021**  
Cybersecurity Certificate

**Courses:** *Computer Networking, Microsoft Security, Network Security, Cloud Security, Cyber Infrastructure and Technologies, Digital Forensics and Incident Response, Ethical Hacking, Linux Security, Python*

## Experience

**The North Face** **September 2017 - Current**  
Co-Manager Cabazon, CA

- Managed a team of **65+ employees** in the sales, stock, and customer service departments.
- Developed and implemented organizational strategies to ensure efficiency and productivity.
- Created and implemented effective management systems to streamline workflow.
- Monitor employee performance and provide ongoing training and coaching.
- Assisted IT Help desk team with ensuring timely issue resolution
- Installed and configured new hardware and software for the store.
- Assisted team members with technical support before escalating the issue.
- Led zoom calls to support cybersecurity awareness; Confidentiality, Integrity, and Availability

**The North Face** **May 2022 - Current**  
Acting IT Support / Co - Manager Cabazon, CA

- Provided technical support to local users.
- Assisted IT Help Desk teams, ensuring timely issue resolution within my district
- Assisted with troubleshooting of software, hardware, and network issues.
- Supported user account management, including password resets and user access control.
- Key Achievement:** The company entrusted me with such a role just to help me grow in my career path, under the supervision from someone in IT Support of course. I have been assisting these couple of years and its been helpful and knowledgeable.

## Skills

### Technical Troubleshooting

Proven ability to diagnose and resolve hardware and software issues promptly.

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### Microsoft Office and Business Applications

Proficient in MS Office suite and other relevant tools.

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### Active Directory and Group Policies

Familiar with Windows Server 2012

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### Customer Service

Clear communication, Empathy, and ticket management

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### Problem Solving

Critical thinking and Adaptability

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