Robert Galindo

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

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**Education**

# San Diego State University

Cybersecurity

# September 2020 - October 2021

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

Co-Manager

# September 2017 - Current

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

Acting IT Support / Co - Manager

* Provided technical support to local users.

# May 2022 - Current

Cabazon, CA

* Assisted IT Help Desk teams, ensuring timely issue resolution within my district



**Skills**

**Technical Troubleshooting** Proven ability to diagnose and resolve hardware and software issues promptly.

**Microsoft Office and Business Applications**

Proficient in MS Office suite and

other relevant tools.

**Active Directory and Group Policies**

Familiar with Windows Server

2012

**Customer Service**

Clear communication, Empathy, and ticket management

**Problem Solving**

Critical thinking and Adaptability

* 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 it’s been helpful and knowledgeable.