

Mateo Flores

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PROFESSIONAL SUMMARY

Detail-oriented and driven Software Engineering student with hands-on experience in IT support, cybersecurity, and software development. Skilled in troubleshooting technical issues, providing excellent customer service, and working with technologies like Python, C/C++, web development, and GRC Cybersecurity frameworks. Experienced in conducting penetration testing, vulnerability remediation, and cybersecurity research. Proven ability to manage projects, collaborate with teams, and deliver innovative solutions to real-world challenges. Bilingual in English and Spanish, with strong interpersonal and communication skills. Eager to apply technical expertise and problem-solving abilities to contribute effectively to a dynamic tech environment, with a strong interest in cybersecurity roles.

EDUCATION

Northwestern College | Orange City, IA
Bachelor of Arts in Software Engineering | Expected May. 2025

West Virginia State University | Institute, WV
Bachelor of Arts in Computer Science (Transfer) | Aug. 2021 – May. 2023

PROFESSIONAL EXPERIENCE

Cyber Security Analyst Assistant | Northwestern College | Orange City, IA | Nov. 2024 – Present

- Conducted comprehensive penetration testing (pen testing) to identify and mitigate security vulnerabilities within the organization's infrastructure.
- Collaborated on remediating issues identified from scheduled vulnerability scans, ensuring enhanced protection against potential threats.
- Engaged in cybersecurity research and threat analysis to strengthen our network security.
- Collaborated on security assessments for internal devices, contributing to the overall cybersecurity strategy.

IT Technician | Northwestern College | Orange City, IA | Jan. 2024 – Present

- Troubleshoot IT-related issues for students, faculty, and staff, enhancing problem-solving and technical skills.
- Gained expertise in computer repairs, system error resolution, and IT support best practices.
- Delivered excellent customer service by diagnosing problems efficiently and communicating solutions clearly.

Athletic Communications | Northwestern College | Orange City, IA | Feb. 2024 – Present

- Managed website content, statistical analysis, and graphic design to support the athletic department's communications.
- Produced live-stream events, troubleshooting technical issues to ensure smooth broadcasts.
- Enhanced communication and problem-solving skills through content management and event production.

Front Desk Assistant | Athletic Department | Northwestern College | Orange City, IA | Aug. 2023 – Present

- Provided administrative support, interacting with staff and visitors to ensure smooth daily operations.
- Utilized computer systems to assist with scheduling and inquiries.
- Developed interpersonal and customer service skills, contributing to professional growth in a team environment.

Tata Cybersecurity Security Analyst Job Simulation on Forage | Nov. 2024

- Completed a job simulation involving identity and access management (IAM) for Tata Consultancy Services, collaborating with a Cybersecurity Consulting team.
- Acquired expertise in IAM principles, cybersecurity best practices, and strategic alignment with business objectives.
- Delivered comprehensive documentation and presentations, showcasing the ability to communicate complex technical concepts effectively.

MasterCard Cybersecurity virtual experience program on theForage.com (Virtual Internship) | Oct. 2024

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team.
- Helped identify and report security threats such as phishing.
- Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams.

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Professional Experience (Continued)

AIG Shields Up: Cybersecurity virtual experience program on Forage | Oct. 2024

- Completed a cybersecurity threat analysis simulation for the Cyber Defense Unit, staying updated on CISA publications.
- Researched and understood reported vulnerabilities, showcasing analytical skills in cybersecurity.
- Drafted a clear and concise email to guide teams on vulnerability remediation.
- Utilized Python skills to write a script for ethical hacking, avoiding ransom payments by brute forcing decryption keys.

Datacom Cybersecurity Job Simulation on Forage | Oct. 2024

- Completed a simulation focussed on how Datacom's cybersecurity team helps protect its clients.
- Investigated a cyberattack and produced a comprehensive report documenting findings and outlining key recommendations to improve a client's cybersecurity posture.
- Conducted a comprehensive risk assessment.

Technology and Management Intern | Future Stars | Southampton, NY | May. – Aug. 2024

- Gained practical experience with booking software and client databases, emphasizing database management, system integration, and machine learning.
- Addressed technical challenges like system overloads and overbooking, developing a queuing system to improve booking efficiency and customer experience.
- Ensured data security during database operations and system upgrades, adhering to best practices.

PROJECTS

Encryption and Decryption Program | Python, Web Development | Aug. 2024

- Created a program to encrypt and decrypt data using the Caesar cipher technique, gaining hands-on experience with cryptography principles.
- Tackled real-world software security challenges, reinforcing problem-solving skills in a web development environment.

PiCar X | Python, Networking, UDP | Nov. 2023

- Collaborated with a team to develop a program controlling a robot car (PiCar) via keyboard commands over a UDP network connection.
- Enhanced teamwork and networking protocol knowledge through project collaboration.

UDP Chat System | Python, Networking, Cybersecurity | Sep. 2023

- Designed a UDP-based chat system in Python, ensuring reliable data transfer and user-friendly functionality.
- Focused on cybersecurity principles by implementing error-handling mechanisms for secure communication.

TECHNICAL SKILLS

- **Languages:** Python, C/C++, SQL, JavaScript, HTML/CSS, Perl, Linux/Unix.
- **Frameworks:** React, Node.js, Django, GDPR, HIPAA, SOX, CCPA, NIST, SOC2, ISO 27001, CSF.
- **Developer Tools:** Git, Git Bash, VS Code, Visual Studio, PyCharm, Godot.
- **Libraries:** Pandas, NumPy, Matplotlib.
- **Regulatory Compliance & Governance Policies**
- **Strategic Risk Management Solutions**
- **Incident Response & Management**

PROFESSIONAL SKILLS

- **Languages:** Spanish (Native), English (Bilingual).
- **Customer Engagement:** Excellent communication, problem-solving, and customer service skills.
- **Digital Marketing:** Social media management, video editing, photography.

TRAINING

Cybersecurity GRC (Governance, Risk & Compliance) training (in progress) | Sep. 2024 - Present
Better Cyber Career.