



# Matias Maciel Gabriel

*Cybersecurity Specialist*

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## PROFILE

Cybersecurity Specialist with extensive experience in Identity and Access Management (IAM) and Mobile Device Management (MDM).

Zero Trust architecture experience BYOD security frameworks in global corporate environments.

Proven ability to lead complex projects (GIAM) and optimize regulatory compliance in Fortune 500 companies.

## PROFESSIONAL EXPERIENCE

### Citibank

04/2023 – Present

#### *Project Management & Risk Governance - GIAM Migrations*

- Delivering Tier 3 technical advisory and core support for mission-critical applications, ensuring high availability and system integrity.
- End-to-end delivery of complex technical projects, using advanced IAM toolsets to meet organizational milestones.
- Proactively identifying and mitigating compliance risks, maintaining rigorous inventory tracking and ensuring all audit-ready documentation meets regulatory CyberSecurity IAM standards.
- Engaging key stakeholders and performing comprehensive risk assessments to evaluate the impact of application changes.
- Risk reporting, managing the escalation and remediation of internal controls.
- Driving continuous improvement initiatives, optimizing operational workflows and automating manual processes.

### EY GDS

02/2021 – 04/2023

#### *Senior Sec Admin L3 IAM*

- Resolving complex IAM incidents and service requests within ServiceNow, ensuring global compliance and minimal downtime.
- Administering Active Directory (AD) objects across Production, Testing, and Development environments to maintain environment parity and security
- Architecting Global File Server structures, managing Access Control Lists (ACLs), and defining granular permission hierarchies.
- Securing critical assets through rigorous attribute administration and privileged account management.
- Configuring ServiceNow governance by managing platform-specific groups, roles, and access permissions.

- Engineering SailPoint identity solutions, including the creation of static /dynamic groups, and custom inclusion/exclusion logic.
- Driving operational excellence by executing SailPoint reports/tasks tailored to business needs and troubleshooting replication issues to ensure data integrity.

**DXC**

09/2020 – 02/2021

*Info Sec Analyst L2*

Working for the Brazilian company Vale.

- Managing privileged and standard accounts by defining AD attributes to configure the environment.
- Managing file server folder access, Exchange (EAC), and synchronization between AD and Outlook / Office 365.

**PwC**

08/2018 – 09/2020

*IAM Analyst*

- Delivering high-priority global support, providing direct technical intervention for US-based clients and overseeing indirect support operations for international business units.
- IBM Notes and Domino, managing database integrity and server-side configurations via Domino Administrator.
- GCP through the Google Admin Console, managing lifecycle operations for users, groups, and specialized developer accounts.
- Managing complex Identity structures within Active Directory and ONE AD, including the administration of security groups, and users.
- Facilitating Identity Lifecycle Management via SailPoint, executing automated account terminations and resolving high-level end-user access issues.

**Siegwerk**

09/2017 – 07/2018

*IT Infrastructure & Systems Administrator*

Buenos Aires, Argentina

**Role Overview:** Responsible for the administration and maintenance of high-availability hybrid environments (Physical & Virtual), providing Tier 2/3 support for internal and external users across the LATAM region.

**Key Responsibilities & Technical Achievements:**

- Virtualization & Cloud Management: Administering and optimizing virtual environments using VMware, Hyper-V, and Citrix, ensuring efficient resource allocation for corporate applications.
- Systems Administration (Windows Server): Managing Windows Server (2008/2012/2016) lifecycles, including Active Directory (AD) management (Users, Computers, GPOs, Group Memberships), and Microsoft Exchange administration.
- Datacenter Operations: Hands-on maintenance of critical infrastructure, including rack mounting, structured cabling, UPS systems, and monitoring via NAGIOS.
- Data Protection & Backup: Managing robotic libraries and tape rotation cycles to ensure business continuity and disaster recovery readiness.
- LATAM Regional Support: Providing expert-level troubleshooting for a distributed workforce, specializing in mobile ecosystem security (iOS/Android) and MDM deployment via AirWatch (Workspace ONE) for device encryption and provisioning.

- Remote Management Mastery: Utilizing enterprise tools (Remote Desktop Manager, VNC, TeamViewer) to maintain system uptime across international sites.
- Strategic Projects: Core Team Member in the successful Data Center Infrastructure Migration (Brazil), coordinating hardware transitions and service cutovers.

### PepsiCo

*IT Support Specialist | On-site & Remote*

04/2017 – 09/2017

Buenos Aires, Argentina

- End-User Support: Delivering high-quality on-site and remote technical assistance, troubleshooting hardware and software issues for a diverse corporate user base.
- Deployment & Configuration: Full setup and optimization of workstations and peripherals, including OS imaging, software suite installations, network connectivity, and corporate printing solutions.
- VIP & Executive Support: Providing dedicated, high-priority technical consultancy and "white-glove" service to C-level executives and VIP users, ensuring zero downtime for critical business operations.
- Infrastructure & AV Management: Configuring and maintaining high-standard Video Conferencing (VC) rooms, ensuring stable connectivity and audio/visual quality for global meetings.
- Service Management: Proficient use of Ticketing Systems to track, categorize, and resolve Incidents and Service Requests within established SLAs.
- Asset Management: Maintaining rigorous Inventory Control across multiple sites, managing the lifecycle of hardware assets from procurement to decommissioning.

## EDUCATION

### Electronic Technician

2008 – 2014

Buenos Aires, Argentina

*Completed*

**Core Competencies:** Specialized in the design, maintenance, and repair of electronic systems, including analog/digital circuits and power electronics.

**Technical Skills:** Proficient in PCB design, soldering, use of oscilloscopes/multimeters, and troubleshooting complex hardware failures.

**Automation & Control:** Knowledge of PLCs, microcontrollers (Arduino/PIC/ESP32), and basic industrial automation protocols.

### Systems Engineer

Buenos Aires, Argentina

*In Progress*

**Status:** Currently enrolled (3rd year). Completed foundational coursework in Algorithms, Discrete Mathematics, and Systems Logic.

**Key Academic Focus:** Developing a strong analytical mindset for complex problem-solving and software architecture.

#### Technical Foundations:

- **Logic & Programming:** Understanding of data structures and algorithmic efficiency.
- **Systems Thinking:** Ability to analyze how hardware (Electronic Tech background) and software interact.
- **Mathematics:** Applying advanced calculus and algebra to optimize technical processes.

## LANGUAGES

### Spanish

Native

### English

B2 Upper Intermediate

### Portuguese

Conversational basic

## CERTIFICATIONS

- EF SET English Certificate B2  
Upper Intermediate
- Digital Acumen PWC  
certification
- Sailpoint File Access Manager  
Introduction v8.1 -  
ELEARNING
- ITIL V4 - PeopleCert
- AWS Cloud Practitioner
- EY Cybersecurity - Learning
- Sailpoint IdentityIQ v8.0 -  
ELEARNING

## FREELANCE PROJECTS

### Globant - Zero Trust Implementation Project

07/2024 – 05/2025

*Cybersecurity Specialist Contractor - Realtruck - US Client*

Remote

- Architected and deployed Zero Trust Security frameworks, focusing on robust Identity and Device verification to eliminate implicit trust within the network.
- Engineered a comprehensive BYOD Security Framework utilizing Microsoft Intune, securing Android, iOS/iPadOS, and Windows endpoints.
- Defined and enforced Mobile Application Management (MAM) and granular device compliance policies to protect corporate data.
- Hardened authentication protocols by designing and implementing Multi-Factor Authentication (MFA) conditional access policies for both administrative and standard user tiers.
- Testing phases, leveraging Jira and Confluence, mitigate bugs, and ensure deployment.
- Managed high-level stakeholder engagement, aligning technical security roadmaps with business objectives and risk-reduction goals.

### Technical Assistance "Matt" - Hardware & Software

2010 – Present

*Independent - Onsite and Remote support*

Worldwide

**Role Overview:** Providing comprehensive, multi-platform technical consultancy and troubleshooting for a diverse portfolio of private clients and small businesses. Specialized in the integration and maintenance of cross-platform ecosystems (Windows, macOS, mobile).

#### Key Responsibilities & Expertise:

- **Multi-Platform Support:** Advanced diagnostic and resolution of OS-level issues across **Windows** and **macOS**, ensuring high system uptime and performance optimization.
- **Mobile Device Management (MDM):** Configuration, data migration, and security hardening for **iOS** and **Android** devices.

- **Hardware Lifecycle:** Execution of hardware upgrades, component-level troubleshooting (leveraging **Electronic Technician** background), and preventive maintenance.
- **Connectivity & Sync:** Fixing connectivity issues providing guidance for cloud saving and platform connection issues.
- **Client Education:** Providing clear technical guidance to non-technical users to prevent recurring software conflicts and security vulnerabilities.