

PROFESSIONAL SUMMARY

IT Support, Cybersecurity Professional, and U.S. Army Veteran with 6+ years of experience in intelligence analysis and systems operations. Skilled in troubleshooting, technical support, and secure systems analysis, with a strong foundation in network infrastructure and cybersecurity best practices. Career supported by a Bachelor of Science in Computer Science and CompTIA A+, Network+ and Security+ certifications. Previously held a Top Secret / SCI clearance with CI Polygraph (expired August 2023).

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| ● Cybersecurity Awareness | ● Network Fundamentals | ● Tech Support Troubleshooting |
| ● Intelligence Analysis | ● ServiceNow Ticketing | ● Report Writing Documentation |
| ● Team Leadership | ● End-User Training | ● Customer Communication |

EDUCATION | CERTIFICATION

Bachelor of Science (B.S.) | Computer Science | Southern New Hampshire University | 2025 | Summa Cum Laude
Associate of Science (A.S.) | Computer Science | Northwest Vista College | 2022

CompTIA A+ *Certified* | CompTIA | Expiration August 2028
CompTIA Network+ *Certified* | CompTIA | Expiration August 2028
CompTIA Security+ *Certified* | CompTIA | Expiration August 2028

TECHNICAL COMPETENCIES

Enterprise Applications: ServiceNow, Microsoft Teams
Software: Microsoft Office 365, Google Workspace
Networking: LAN, WAN, TCP/IP, Firewalls, VPN, Switches, Routers
Processes: Incident Response, Risk Management, System Hardening, Access Control
Operating Systems: Windows 10, Windows 11, Linux (basic)
Security Tools: Threat Detection, Endpoint Security

PROFESSIONAL EXPERIENCE

ASM Research San Antonio, TX Tier 1 Help Desk Technician	Aug 2022 – Dec 2022
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Provided technical support for end-users, resolving hardware and software issues through the ServiceNow ticketing platform.

- Resolved an average of 25+ technical support tickets per day, ensuring timely resolution of end-user issues.
- Documented troubleshooting steps and ticket resolutions to maintain accurate service records.

USAA San Antonio, TX Auto Claims Support Representative	Apr 2022 – Jul 2022
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Handled claims-related inquiries and provided policy guidance to members during the auto claims process.

- Managed 30+ inbound and outbound member calls daily while documenting detailed case notes.
- Processed and monitored multiple non-injury auto claims with strict adherence to company policies.
- Delivered high-quality service in a high-volume call center environment while maintaining compliance.

United States Army San Antonio, TX Signals Intelligence Analyst	Apr 2016 – Apr 2022
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Analyzed and reported intelligence data to support mission planning and national-level decision-making.

- Produced over 170 intelligence reports supporting the National Security Agency and Intelligence Community partners.
- Led and mentored 10+ Soldiers, ensuring readiness in signals analysis and operational support.
- Delivered real-time intelligence reports to senior leaders, supporting time-sensitive missions.
- Maintained 100% accountability and operational readiness of mission-essential systems and equipment.
- Implemented and co-authored standard operating procedures that improved report accuracy and analytical efficiency.
- Analyzed, researched, and reported over 200 key pieces of foreign intelligence information for use by tactical and national strategic decision makers.