





RAFAELCRUZ

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 Philadelphia, PA
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SKILLS

- Identity & Access Management
- HTML/CSS/JS
- Linux/Mac/Windows
- Data Management
- Customer Relations/Service
- Project Management
- Bilingual (Spanish)

EDUCATION

IEBS
MA CYBERSECURITY (FALL 2025)

ISC2 CC
CYBERSECURITY CERTIFICATE

GRADUATE PHILADELPHIA SKILLS PLUS
IT CUSTOMER SUPPORT CERTIFICATE

COMMUNITY COLLEGE OF PHILADELPHIA
CYBERSECURITY BOOTCAMP

GOOGLE CYBERSECURITY CERTIFICATE

LAUNCHCODE
WEB DEVELOPMENT BOOTCAMP

MIMO
WEB DEV CERTIFICATE OF ACHIEVEMENT

LIBERTY UNIVERSITY
BA, INTERNATIONAL RELATIONS /
STRATEGIC INTELLIGENCE

PROFILE

Graduate of LaunchCode LC101 Web Development Bootcamp, CCP Cybersecurity Bootcamp, Google's Cybersecurity Certificate & holder of a B.A. in International Relations & Strategic Intelligence. Strong background in administrative duties, basic IT support, membership services, customer relations & communications. Currently, enrolled in IEBS Cybersecurity Master's Program. ISC2 Certified in Cybersecurity.

EXPERIENCE

MEMBERSHIP & OPERATIONS COORDINATOR (PROMOTED)

Greater Philadelphia Hispanic Chamber of Commerce
2018 - Present

- As data custodian, I am responsible for administering all membership database activities, including reporting, analysis, and data management.
- Provide IT support to office staff, including software/hardware installation and troubleshooting.
- Train staff on the usage of 3rd party software (MCTrade/Atlas), Asana, hardware, and office tools.
- Successfully implemented IAM security policies (including assigning minimum privileges to system users and mandatory use of MFA).
- Created/maintained/deleted users for employees thru Microsoft Entra.
- Manage and assign Microsoft and other third party licenses to employees.
- Worked collaboratively with the development and marketing team in the implementation of events, and external communications.
- Created new processes to increase the organization's membership.

RESOURCE MANAGEMENT ASSISTANT INTERN

USDA Food Safety and Inspection Service (FSIS)
05/2017 - 08/2017

- Obtain data and prepare summaries and presentations about analytical studies performed by the Resource Manager or other district personnel.
- Access and maintain various databases such as the PHIS database system, spreadsheets, and other similar computer applications that facilitate resource management activities for the district.