

RAY ESPINOZA

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Professional Summary

Detail-oriented and security-conscious IT professional with a strong foundation in technical support, incident resolution, and compliance. Skilled in system troubleshooting, authorization management, and user access controls with a growing passion for cybersecurity and risk management.

Skills

- Security Awareness & Compliance
- Identity and Access Management (IAM)
- Network & Endpoint Troubleshooting
- Incident Detection & Resolution
- Ticketing System
- English & Spanish Proficient
- Operational Risk & Control Enforcement
- Vulnerability & Threat Identification
- CRM & Systems: Salesforce, Clientbooks, ChurnZero
- Cisco Networking, Active Directory
- Communication, Training & User Support
- Currently Enrolled in CompTIA A+ & CompTIA Security + program through Towson University

Education

Master of Science, Cyber Security (Concentration: Cyber Terrorism) – *Expected Graduation: 12/2026*

Wilmington University – New Castle, DE

Bachelor of Science, Computer Science

Wilmington University – New Castle, DE

GPA: 3.98, Honors: Dean's List (all semesters)

Associate of Applied Science

Washtenaw Community College – Ann Arbor, MI

GPA: 4.0

Steamfitters Apprenticeship Program

Steamfitters Local 638 – New York, NY

Professional Experience

Technical Support Specialist

11/2022 - 12/2024

Discover Bank – Remote

- Managed escalated service tickets involving access issues, system outages, and account irregularities.
- Collaborated with compliance and security teams to flag suspicious activity and enforce risk protocols.
- Trained and coached Tier 1 support agents on secure technical troubleshooting and best practices.
- Ensured data integrity by verifying user activity logs and applying security-focused resolutions.
- Maintained full adherence to financial compliance regulations during all support interactions.

Lead Technical Support

4/2020 - 10/2022

Mirror – Remote

- Provided secure technical support via email, phone, and remote conferencing tools.
- Documented trends in customer-reported technical vulnerabilities and escalated recurring issues.
- Supported authentication procedures and account access configurations for end users.
- Conducted internal audits of system permissions to prevent unauthorized access.
- Collaborated with internal teams on implementing process improvements to reduce security risks.

Journeyman Mechanic

2/2014 - 3/2020

Enterprise Association Steamfitters Local 638 – NY, NY

- Installed, assembled, and maintained piping systems for heating, cooling, and process applications.
- Performed diagnostics and troubleshooting on mechanical and hydronic systems to identify root causes of performance issues.
- Tested and balanced newly installed piping and mechanical equipment to verify system functionality and ensure compliance with safety and building codes.
- Read and interpreted blueprints, schematics, and technical drawings to plan and execute installations according to project specifications.