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## Education

- A.A.S in Cybersecurity – Northern Virginia Community College | May 2016

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## Work Experience

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### March 2022 – Present: IT Operations Specialist – Paychex

- Experienced in managing and optimizing cloud environments with a focus on reliability, scalability, and security.
- Conducted detailed investigations on escalated CrowdStrike alerts, analyzing malware behavior, file paths, and process activity.
- Continuously monitor and respond to alerts generated by security tools like CrowdStrike and Splunk.
- Leveraged Azure Resource Graph to efficiently query and identify resources across subscriptions, including detecting outdated TLS versions, which enabled timely security updates and compliance.
- Troubleshoot, maintain, and administer Oracle and SQL databases, ensuring their security and optimal performance.
- Administer Linux servers, including installation, configuration, and troubleshooting, to maintain a secure and robust infrastructure.

### April 2021 – March 2022: Data Center Operations Specialist – AWS

- Proactively monitored and maintained critical hardware components, including servers, storage devices, and networking equipment to ensure optimal performance and reliability.
- Performed network troubleshooting, fiber optic cabling troubleshooting, and switch configuration to ensure secure and reliable network connectivity.
- Analyzed server logs and conducted root cause analysis to identify and remediate security incidents.
- Led training sessions for the team on rack recovery events, enhancing their ability to respond to critical situations.

### September 2017 – April 2021: IT Specialist – JDM Title LLC

- Managed server and network support, including Azure cloud environment, to maintain a secure and reliable infrastructure.
- Maintained Active Directory, group policies, and DNS to ensure secure user access and efficient network operations.
- Implemented backup solutions, such as Macrium, to safeguard critical files and ensure data availability.
- Managed patch management for Windows Servers/Clients, applying security updates and minimizing vulnerabilities.
- Administered Office 365 environment, including licensing, distribution groups, and mail flow troubleshooting.
- Resolved issues with on-premises and cloud Active Directory, ensuring seamless user access and data security.

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## Certifications

- CompTIA Security+
- Microsoft Certified: Azure Fundamentals

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## Technical and Functional Skills

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Cyber Security Operations, Network Security, Windows Administration, Database Administration (Oracle, SQL), Linux Server Administration, Active Directory, Incident Response, Azure Monitor, Azure Policy, Splunk, DevOps, Cloud Security, Virtualization (Vmware)