**Carl Padilla**

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**EDUCATION**

BloomTech (Computer Science) August 2020

DPT Business School (Network Support) March 2004

**CERTIFICATIONS**

CompTIA Security+

CompTIA CySA +

ITIL V4

ISC2 CC

Microsoft AZ-900

**PROJECTS**

**Project:** OpenAI SMS App

**Source:** <https://github.com/carlpadilla/sms-tutor>

**Platforms and Technology Used:** OpenAI API, Vonage API, Python

**Project:** Wazuh SIEM lab

**Source:** <https://github.com/carlpadilla/my-wazuh>

**Platforms and Technology Used:** Proxmox, Linux, SIEM, logs

**Project:** Cloud Resume Challenge

**Site:** [www.carlpadilla.com](http://www.carlpadilla.com)

**Source:** https://github.com/carlpadilla/cloud-resume-azure

**Platforms and Technology Used:** Azure, Python, NoSQL, Severless Functions

**EXPERIENCE**

**Company:** University of Penn 08/2022 - Present

**Title:** IT Support Specialist

* Interact daily with individuals of varying technology expertise, assessing their needs and determining the most effective solutions to resolve technical problems with hardware, software, and network services.
* Implemented proactive security measures in routine support tasks, ensuring secure configurations of hardware and software
* Collaborated with the cybersecurity team and the Office of Information Security on executing targeted phishing campaigns to educate clients on identifying and reporting phishing attempts.

**Company:** Penn Medicine May 2021 - Feb 2022

**Title:** Desktop Support

* Streamlined employee onboarding by creating and configuring user accounts and computers using Norton Ghost, ensuring a smooth start for 100+ new hires.
* Provided comprehensive functional and technical support (both local and remote) to diagnose and troubleshoot hardware and software issues across a range of systems, including computer-controlled medical equipment for research, WAN, LAN, and remote systems

**Company:** Novak Francella Oct 2019 - May 2021

**Title:** IT Admin/IT support Coordinator

* Directed a secure OS migration for 120 users, moving from Windows 7 to Windows 10, incorporating enhanced security features and updates, thereby bolstering system defenses and user satisfaction.
* Innovated a Python and Powershell based solution to manage domain password synchronization securely, especially critical during the shift to remote work, ensuring uninterrupted access and adherence to security policies.
* Standardized workstation security by developing and maintaining secure baseline images, reducing system vulnerabilities and streamlining software installations.

**SKILLS AND TECHNOLOGIES**

Microsoft Office Suite, Help Desk, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10, SIEM