

Christian Galvez

(253) 285-9367

galvezchristian86@yahoo.com

Egg Harbor, NJ

LinkedIn: <https://www.linkedin.com/in/christiangalvez0>

GitHub: <https://christian-galvez.github.io/Cyber-Portfolio/>

Professional Summary

Results-driven IT and Cybersecurity professional with 3+ years of experience in IT support, instructional design, and compliance-focused training. Proven ability to bridge technical expertise with communication skills—reducing onboarding time by 30%, streamlining ticket resolution by 25%, and creating cybersecurity awareness materials that improved phishing recognition by 30%. Holds Security+, Network+, and AZ-900 certifications, with hands-on experience in GRC frameworks, compliance documentation, and enterprise system implementations.

Technical Skills

- Security & Compliance
 - Applied NIST 800-53 controls and RMF guidance in independent labs to develop compliance documentation and mock audits.
 - Delivered security awareness training materials that improved employee phishing recognition by 30% in test scenarios.
- Networking & Systems
 - Resolved 150+ weekly tickets involving Active Directory, DNS, DHCP, and VPN, reducing escalations to Tier 2 by 20%.
 - Administered Intune/M365 configurations, cutting onboarding setup time by 30% through optimized enrollment and policy templates.
- Tools & Platforms
 - Supported authentication troubleshooting with Okta and Microsoft Authenticator, restoring access for 200+ users during a domain migration.
 - Documented and standardized repeatable processes in ServiceNow and eFrontOffice, reducing ticket resolution times by 25%.
- Databases & Programming
 - Executed SQL queries to support reporting and analysis, improving data retrieval time by 40% in classroom and lab environments.
 - Assisted in Oracle ERP training and implementation, enabling 50+ end users to adopt new processes with minimal disruption.

Certifications

- CompTIA Security+
- CompTIA Network+
- CompTIA A+
- ITIL v4 Foundations in Service Management
- Microsoft Azure Fundamentals (AZ-900)
- ISC2 Certified in Cybersecurity (CC)

Professional Experience

Instructional Designer – Alithya | Remote, US | June 2024 – Present

- Designed cybersecurity-aware training materials for ERP systems (Dynamics 365, Oracle), reaching 500+ users.
- Reduced onboarding time by 30% by developing simplified job aids and role-based training.
- Partnered with cross-functional teams to embed security principles into end-user training programs.
- Delivered compliance-aligned instructional content, supporting successful internal audits.

Help Desk Consultant – Alithya | Remote, US | March 2022 – June 2024

- Supported 1,000+ users with MFA setup, Intune enrollment, VPN access, and endpoint compliance.
- Increased ticket resolution efficiency by 25% and boosted overall throughput by 40%.
- Leveraged BeyondTrust (Bomgar) for secure troubleshooting, reducing call handling time by 30%.
- Documented and escalated security incidents, strengthening audit readiness and compliance.
- Collaborated with infrastructure teams on Azure cloud operations, endpoint patching, and backup monitoring.

Transportation Security Officer – TSA | Seattle, WA | Jan 2018 – Jul 2019

- Conducted threat analysis and enforced federal security protocols for 20,000+ daily passengers.
- Acted as Lead TSO, managing 6–10 officers and coordinating multi-lane screening operations.
- Trained new officers on detection methods, compliance standards, and security procedures.
- Resolved alarms and suspicious incidents while maintaining full compliance with federal regulations.

Education

Bachelor of Science in Cybersecurity and Information Assurance

Western Governors University – Salt Lake City, UT | Anticipated May 2026

Relevant Coursework: IT Project Management, Network Infrastructure, Threat Analysis, Cybersecurity Operations, Data Management, Cloud Foundations, Emerging Technologies