Christian Galvez

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LinkedIn | GitHub

Professional Summary

Cybersecurity professional with a B.S. in Cybersecurity in progress, holding Security+, Network+, ITIL v4, and Microsoft Azure Fundamentals (AZ-900) certifications. Experienced in vulnerability assessment, security control evaluation, and producing detailed security reports. Adept at collaborating with teams to enhance security postures and mitigate risks. Hands-on experience in secure system support, remote troubleshooting, and documentation of security incidents.

Technical Skills

Security Tools: Nmap, Wireshark, Metasploit Framework, VPN, Citrix, MDM, Intune, Bomgar (BeyondTrust), eFrontOffice
Cloud Platforms: Microsoft Azure (AZ-900 Certified), Basic Azure Administration and Backup
Scripting: Basic PowerShell
Operating Systems: Windows, Linux (Kali, Ubuntu), iOS
Productivity Software: MS Word, Excel, PowerPoint, Outlook

Certifications

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

Professional Experience

- Instructional Designer – Alithya | Remote, US

June 2024 – Present

- Developed training materials and video tutorials focused on secure use of ERP systems (Dynamics 365, Oracle).
- Worked with cross-functional teams to enforce security practices through user education.
- Produced accessible job aids that reduced onboarding time by 30% and supported cybersecurity compliance.
- Ensured security principles were reflected in all instructional design deliverables.

- Help Desk Consultant – Alithya | Remote, US

March 2022 – June 2024

- Conducted vulnerability assessments using Nmap and Wireshark, identifying and documenting security risks.
- Collaborated with teams to remediate identified vulnerabilities and strengthen infrastructure security.
- Utilized Bomgar (BeyondTrust) for secure remote troubleshooting and support.
- Managed and triaged service tickets through eFrontOffice, ensuring SLA compliance and timely resolution.
- Documented security incidents and resolution efforts, contributing to knowledge base and compliance records.
- Monitored VPN and endpoint security compliance, escalating incidents as appropriate.
- Supported Azure cloud operations and backup monitoring processes.

- TSA Officer – Transportation Security Administration | Seattle, WA

January 2018 – July 2019

- Conducted threat analysis and implemented federal security protocols during passenger screening.
- Trained new officers in detection and procedural response to security threats.
- Led small teams (6–10 officers) during routine and elevated threat scenarios.
- Investigated and resolved alarms and suspicious activity with adherence to established procedures.

Education
Bachelor of Science in Cybersecurity and Information Assurance

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

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