Christian Galvez

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# 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