

**SUMMARY**

Experienced cybersecurity and IT professional. Feel free to visit this resume in an HTML format at [dugganco.com](http://dugganco.com), self-created and hosted via Azure and Google Domains. Expertise in financial institution cybersecurity, network security, network administration, cloud administration, and website hosting/management.

**CORE COMPETENCIES**

- |                                   |  |                                      |
|-----------------------------------|--|--------------------------------------|
| - Cybersecurity Incident Response | - PowerShell Scripting   | - Information Assurance              |
| - Network Structure & Security    | - Cybersecurity frameworks & laws, ISO 27001-2, NIST 800, HIPAA, SOX | - IT Technical Support               |
| - TCP/IP Configurations           | - IT Hardware Repair and Installation                                | - Solutions-Oriented Problem Solving |
| - Windows Server Administration   |  |                                      |

**PROFESSIONAL WORK EXPERIENCE****Cybersecurity Analyst****JPMorganChase - New York, NY****Nov 2024 – Present**

- Incident Response via CrowdStrike, Cortex, Splunk, Exabeam, and SOAR alerts from ThreatConnect.
- Member of the Acquisitions Cybersecurity Team at JPMC, where the team acts flexibly around a company that is acquired by JPMorganChase, then acts as either SOC monitoring, incident response, integration consultant, tuning consultant, etc, depending on what the acquisition/subsidiary company needs.
- Working with security engineers to ingest logs from all relevant sources into CrowdStrike NG-SIEM.

**IT Cloud Administrator****Jan 2024 – November 2024****STARK Carpet - New York, NY**

- Cloud administration of Microsoft's Azure products - Entra ID, InTune, Exchange, Sharepoint, and O365, as well as VMWare ESXi suite/hypervisor configurations..
- Incident response, threat detection, and vulnerability management via Sentinel One, Huntress, and the Azure cloud suite.
- Change management and implementation of MFA security controls.
- Network Administration of SonicWall TZ-series configurations and networking, and Datto networking equipment/suite, including Datto RMM, Datto Backup solution, and implementation of Datto switches and WAPs.
- AS400/Dancik server along with IBM's browser/GUI version called Navigator.
- Troubleshooting a wide range of issues, such as Hubspot CRM, point-to-site VPNs, PowerShell scripts to resolve issues, hardware issues, internal tools - inventory management applications, sales order processing, etc.
- Jira ticketing system for both project and issue tracking.

**Info Security Engineer Lead (GRC)****Jan 2023 – December 2023****Citibank - San Antonio, TX**

- Comprehensive research and analysis on Citi's external customer password requirements, resulting in the implementation of robust security measures and an enhanced customer experience.
- IAM, MFA & SAM procedure review, significantly fortifying the organization's cyber defense policies with regulators and ensuring compliance with industry best practices.
- FFIEC compliance across all internal applications, thus bolstering the company's security posture by collaborated closely with application owners to define stringent MFA requirements.
- Ad hoc XML-based reporting creation and SQL queries using IBM Cognos to generate actionable insights from complex data sets, empowering data-driven decision-making for the MFA assessment team.
- Played a key role in the development and deployment of an internal inventory application via Jira stories, improving overall operational efficiency and enhancing the organization's ability to respond to security incidents effectively.

**Network Administrator****Oct 2020 – January 2023****Pathways Youth & Family Services - San Antonio, TX**

- Notable projects completed: Implementing Cisco Umbrella content and geo-filtering, implementing RADIUS authentication with Active Directory, moved all users to the Vonage Business Communications VoIP system, implemented network segmentation through VLANs for on-site guest networks, and implemented site-to-site VPNs with Cisco Firepower 1010 firewalls in a mesh-grid, and Linux server administration.
- Provided on-call support for all issues, maintained site backups via Synology NAS and PowerShell scripting, regularly tested MTTR for on-premise and off-premise servers, and developed PowerShell scripts to resolve multiple issues, regularly updated company website's HTML/CSS, and maintained the network for multiple special-needs childcare facilities.
- IT security training curriculum development for our employees, as well as created a new knowledge base for IT technicians.
- Hardware Repair of desktop PCs and laptops, mainly HP devices, resolved issues with cloud products used by the company, including the full Google Workspace Suite, assisted with the maintenance of a BYOD mobile device system and the issues revolving around Vonage Business VoIP and Gmail clients on both iPhone and Android devices.
- Supported and maintained 13 office locations and network infrastructure, including Netgear switches, Cisco ASA/Firepower 1010 firewalls, Windows 2012, 2016, 2019, and 2022 Servers, and Ubiquiti Unifi and Cisco Meraki access points.
- Installed IP camera systems and wireless solutions in multiple locations, saving company ~4% of yearly expenditures.

## Desktop Support Technician

Jul 2018 – Sep 2020

Daemon Systems, LLC - San Antonio, TX

- MSP Help desk, IT equipment inventory management, and on-site technician for both hardware and software issues.
- Patching implementation and OS upgrades on an enterprise level.
- Ad hoc VPN planning and implementation for Covid WFH workplace changes for multiple companies.
- Troubleshoot Windows 10, 7, and XP and Data backup, restore, and wipe and reload of Windows distros.
- Backup verification of servers, workstations, and terminated employee data.

## IT Intern – Desktop Support

Aug 2017 – Dec 2017

SWBC – San Antonio, TX

- Avaya Site Administration MACD for user extensions and profiles with PBX and VOIP phone systems.
- Used Active Directory to set up user profiles on the domain and exchange servers.
- Tasked with completing a large backlog of MACD/EMAC tickets and active Directory administration.
- Experienced with SCCM (System Center 2012 R2 Configuration Manager) Admin and VMware vSphere Client.

## EDUCATION

- **Bachelor's (BBA) in Management Information Systems**

Texas A&M University-Corpus Christi

Completed

- **Master's (MS) in Cybersecurity and Information Assurance**

Western Governors University

December 2025 Expected Graduation

## CERTIFICATIONS

- In Progress: CompTIA PenTest+ Certification
- [Completed CompTIA Cybersecurity Analyst \(CySA+\) Certification](#)
- [Completed CompTIA Security+ Certification](#)
- [Completed ISC2 Certified in Cybersecurity Certification](#)
- Pursuing CompTIA PenTest+, CompTIA Advanced Security Practitioner (CASP+), and ISACA Certified Information Security Manager (CISM) via WGU Master's program.