DANIEL PRADA

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EXPERIENCE

Digital Equipment Assistant - Volunteer — Present
Technology Sandbox - Concordia University Library — *Montreal, QC*
- Maintain and troubleshoot computer equipment to ensure smooth operations.
- Assist users with 3D printers, VR headsets, and electronics tools.
- Support workshops on coding, electronics, and virtual machines.

Business Intelligence Professional — 2021 – 2022
EAN University — *Colombia*
- Gathered data using Azure SQL implementing ETL processes.
- Designed BI dashboards in SAP Analytics Cloud and PowerBI to visualize data insights.
- Manipulated and transformed data in SAP Warehouse for reporting and modeling purposes.

Help Desk Support — 2019 – 2021
Unisys — *Colombia*
- Provide comprehensive help desk support to Heineken's stakeholders via chat, call, and email.
- Manage incidents escalation using Zendesk, ensuring prompt and accurate issue resolution.

EDUCATION

Bachelor's degree in Systems Engineering — 2020
EAN University — *Colombia*

Security and Computer Systems Technician — 2014
Colombia's National Learning Institute — *Colombia*

CAREER ENGAGEMENT

Volunteer in cybersecurity conference and CTF — 2024 - 2025
Conference and CTF, NorthSec — *Montreal, QC*
- Support with the logistics and ensure smooth operation during the CTF competition and workshops.

Volunteer in cybersecurity conference — 2024
Conference, Cybereco — *Montreal, QC*
- Assisted with registration, logistics, and networking support at a major cybersecurity conference.

Hackathon participant — 2024 - 2025
@Hack Cybersecurity Hackathon, Concordia University — *Montreal, QC*
- Compete in a cybersecurity hackathon, addressing challenges in web security and cryptography.

PROJECTS

Network-Wide Ad Blocking with Pi-hole | *Raspberry Pi, DNS, Ad-blocking, WireGuard* — 2025
- Deployed Pi-hole with Unbound and WireGuard to block ads, secure DNS, and enable remote access.

Home Server with TrueNAS | *TrueNAS, SSH, File Management, Linux* — 2024
- Built a TrueNAS home server with VPN and Pi-hole for secure, remote media access.

TECHNICAL SKILLS

Languages: Python, JavaScript, Bash, SQL, PowerShell
Frameworks: Flutter, Django, Express.js, Node JS, Flask
Virtualization tools: Docker, VMware Workstation, VirtualBox
Developer Tools: VS Code, Git, Azure DevOps, Databricks CLI
Tools: Azure Databricks, TrueNAS, Fusion 360, Pi-hole, WireGuard, DNS, Firewall

SOFT SKILLS

Teamwork, Communication, Leadership, Fast Learner

LANGUAGES

French, English, Spanish