

## **PROFESSIONAL SUMMARY**

Security Operations–focused, technology-driven professional and military veteran with over 15 years of combined experience supporting secure environments, including current service with the Transportation Security Administration (TSA), in high-tempo, regulated settings. Holds an active Secret Security Clearance and the Systems Security Certified Practitioner (SSCP) certification. Proven background in incident detection, system monitoring, technical troubleshooting, documentation, and user support across federal and commercial environments. Known for disciplined escalation, clear communication with technical and non-technical users, and consistent performance in shift-based, high-pressure operations.

## **CORE COMPETENCIES**

- Surveillance & Access Control Systems
- Cybersecurity & Network Defense
- Risk & Threat Management
- System Installation & Maintenance
- Technical Troubleshooting
- Policy Enforcement & Compliance
- Team Leadership & Training
- Incident Response & Reporting
- Bilingual Communication (English/Spanish)
- High-Stress Environment Performance

## **TECHNICAL SKILLS & CERTIFICATIONS**

### **Professional Memberships:**

- Active Member, (ISC)<sup>2</sup>

### **Certifications:**

- (ISC)<sup>2</sup>: Systems Security Certified Practitioner (SSCP)
- CompTIA: A+, Network+, Security+, CySA+, PenTest+, Project+
- IT Operations Specialist (CIOS), Secure Infrastructure Specialist (CSIS), Security Analytics Professional (CSAP)
- Network Vulnerability Assessment Professional (CNVP), Network Security Professional (CNSP)
- ITIL v4: Foundations Certificate in IT Service Management
- LPI: Linux Essentials Certification

### **Technical Tools & Platforms:**

- IP Surveillance Cameras, DVR/NVR Systems, Access Control Solutions
- Windows & Linux Operating Systems
- Microsoft Office Suite (Outlook, Word, Excel)
- Network Monitoring & Security Tools

### **Networking & Security:**

- VLAN Configuration, Network Traffic Analysis
- Access Control & Role Management
- Vulnerability Management & Patch Implementation

## **PROFESSIONAL EXPERIENCE**

### **Transportation Security Administration (TSA) – Dallas, TX**

#### **Transportation Security Officer (TSO) | SV Grade F Step 04**

**March 2011 – Present**

- Operate advanced screening systems (AIT, metal detectors, x-ray, ETD) to enforce federal transportation security protocols.
- Maintain high awareness and composure in fast-paced, high-volume environments.

- Provide clear and professional communication with travelers; recognized for outstanding customer service.
- Serve as Acting Team Leader, responsible for peer guidance, compliance checks, and shift management.

**DataWave Communications – Dallas, TX**  
**Surveillance System & Network Technician**  
**June 2019 – December 2024**

- Installed and maintained IP-based surveillance systems, DVR/NVRs, and access control hardware.
- Configured networks for integrated camera systems and access control environments.
- Diagnosed and resolved technical issues on-site and remotely to ensure system uptime.
- Collaborated on large-scale installations and system upgrades for commercial clients.
- Ensured compliance with local security regulations and industry standards.

**United States Army Reserve – El Paso, TX**  
**Military Police (E4)**  
**June 2015 – April 2019**

- Conducted law enforcement duties, base security, detainee management, and access control.
- Participated in domestic security operations and high-risk threat assessments.
- Ensured policy adherence, safety compliance, and effective coordination with command leadership.

**Texas Army National Guard – El Paso, TX**  
**Light Wheeled Vehicle Mechanic (E4)**  
**September 2009 – April 2014**

- Conducted diagnostics and maintenance on tactical vehicles, electrical systems, and powertrains.
- Led PMCS (preventive maintenance checks and services) and maintained repair logs.
- Ensured operational readiness of mission-critical equipment in field and garrison settings.

**United States Army – Tallil, Iraq**  
**Convoy Operations Team Leader (E4)**  
**November 2008 – September 2009**

- Led vehicle convoys through high-risk areas, ensuring personnel and cargo safety.
- Employed tactical defense techniques, managed vehicle readiness and communication.
- Trained and mentored junior soldiers on operational protocols and convoy safety.

**United States Postal Service – El Paso, TX**  
**Mail Handler | PS Grade 4 Step BB**  
**August 2007 – January 2008**

- Sorted and processed incoming and outgoing mail by region and destination.
- Operated sorting machinery, managed mail flow, and maintained postal safety and accuracy.
- Delivered internal mail and parcels and provided customer service at postal counters.

## **EDUCATION**

**Master of Science in Cybersecurity and Information Assurance**  
 Western Governors University – Salt Lake City, UT

**Bachelor of Science in Cybersecurity and Information Assurance**  
 Western Governors University – Salt Lake City, UT

**Associate of Arts in Psychology**  
 El Paso Community College – El Paso, TX