JESUS RICARDO MARTÍNEZ URRUTIA

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Professional Summary

Security-certified (CompTIA Security+ — Mar 2025) IT support technician pivoting to SOC Tier-1. Daily Splunk & FortiGate log triage, Python VirusTotal automation, and weekly Nessus scans on 50 endpoints. Seeking a cyber-ops or IT role to deepen detection & response skills while leveraging strong software (C++, C#/.NET) and data-analysis experience.

Certifications

-CompTIA Security+, issued Mar 2025 | Certificate code ERCVSQ6QZF411L3X https://drive.google.com/drive/folders/1o5nJGSyM_Ri32rydH_0c52y61Bm_ry8K?usp=sharing
-Cambridge English C1 Advanced (CAE)

Key Tools & Languages

Security & Pentest: Splunk • Nessus • FortiGate • nmap • Kali Linux • Burp Suite • Wireshark • Deep Understanding of the Network and OSI model (TCP|UDP, VPN, DNS, DHCP, HTTP vs HTPS | HSTS | TLS | other)
Cloud & DevSecOps: AWS (IAM, Security Hub) • Azure (Sentinel) • Docker • NixOS • Linux (Ubuntu/Pop!/ParrotOS)
Programming & Stack: Python • PowerShell • C#/.NET • C++ • React.js • SQL • Git

Experience

ONESUPPORT – Mexico City (remote), US-based ISP

Technical Support Engineer (Level 1 → Security-Aware Tier 2) May 2023 – Present

- Resolve ~30 connectivity, OS and SaaS tickets daily; SLA compliance consistently > 95 %.

- Direct Troubleshooting with clients, solving network issues, restoring and patching systems, providing IT support of any kind.

- First point for security tickets — review FortiGate logs, flag suspicious IP traffic and open ~10 follow-up cases per month for senior SOC analysts.

- Run a weekly Nessus Essentials scan on ~50 endpoints and deliver a concise critical-CVE report to the sysadmin team.

- Wrote a Python script that hashes files and queries VirusTotal, saving ~10 minutes on

each malware ticket.
- Assist the network team with minor firewall rule changes (blocklist IPs, open ports for new services).
- Authored 25 step-by-step knowledge-base articles, boosting first-call resolution 10 %.

PROMOIMPRESOS – Mexico City

Software Developer Sep 2019 – Feb 2023

- Created a C#/WPF desktop app that automated order workflow, cutting manual entry 70 %.
- Patched a SQL-injection flaw in a legacy PHP site and introduced Git version control.
- Developed PowerShell backup scripts for SQL Server, lowering RPO to 15 min.
- Training of employees and creation of logins.
- Configuration of Microsoft Active Directory

Early Careers (condensed)

- Maintenance Electrician – Pharmapack (2017-2018)

Education

- **B.S. Cybersecurity (Online), Universidad Utel** — In progress, expected 2028.

  Focus areas: network defense, cryptography, security operations
- **B.S. Data Science, Universidad del Valle de México** — Completed 2 years of coursework (4 semesters), 2025

Focus areas: statistics, data visualization, Python, SQL, intro to machine learning.

- **B.S. Software Engineering, Universidad del Valle de México** — Completed 2 years of coursework (4 semesters), 2023 — GPA: 3.7

Focus areas: algorithms, OOP (Java/Python/C#), databases, software architecture

- **A.S. Electronics, Escuela Mexicana de Electricidad** — Graduated Sep 2019

GPA: 3.8

Focus areas: digital systems, embedded programming, microcontrollers

Languages

Spanish (native) | English **C1 (CAE)** | French A1