

JUAN MERCADO

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Graduated in spring of 2024 at the University of Western Ontario for Computer Science. An adaptive learner striving to face more opportunities and experience in the IT industry.

EDUCATION/CERTIFICATION

University of Western Ontario

2020 – 2024

- Pursuing a degree in Computer Science (BA) for 4 years, focusing on cyber security and database management and software development.
- Member of Western AI (Artificial Intelligence) and Western Development Society
- Experience in real software development work environments utilizing the Agile and Scrum frameworks.

CompTIA IT Certifications

2024

- Completed the CompTIA A+ Core 1 (220-1101) exam.
- Currently pursuing CompTIA: A+ Core 2, Security+, Network+, CISSP certifications, CCNA

Google Cyber Security Certificate

2023-2024

- Gained knowledge of the basics of cyber security and obtained the google certificate (via Coursera).
- Gaining knowledge on crucial SOC security tools such as: Splunk and Chronicle (SIEM), Suricata (IDS/IPS), Playbooks, security frameworks (e.g. NIST CSF, PCI DSS, HIPAA), and Python (Automation)

WORK/VOLUNTEER EXPERIENCE

North York General Hospital COVID-19 Customer Service Line

2022

- Gained team communication skills to handle clients and team members obtaining additional skills of collaboration, and teamwork efficiency. (Communication with patients and CS team)
- Experience with a remote customer service team environment gaining troubleshooting skills online.
- Responsible for managing and booking COVID-19 Vaccines for various clinics within North York

Toronto Japanese SDA Japan Mission Outreach

2017

- Experience with organizing interactive social activities/events for youth ages 4-21 from various educational institutions (Elementary – University students) to promote mental health awareness.
- Responsible as a leader for mentoring younger children and leading small group activities.

SKILLS

- Programming languages: Assembly, C, C++, C#, Java, Python, R, XML and SQL, CSS, JavaScript
- Tools: Splunk and Chronicle (SIEM), Linux/UNIX