

# JOSEPH BARRAGAN

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## SUMMARY

Motivated IT student specializing in cybersecurity with hands-on experience in PCI DSS compliance, technical support, and risk analysis. Skilled in troubleshooting, data analysis, and customer service, with strong communication abilities in both English and Spanish. Proven ability to bridge technical knowledge and business needs through real-world projects and coursework.

## Skills & Projects

### SKILLS

- **Compliance & Risk:** PCI DSS Compliance, Risk Management Principles, Fraud Detection, NIST Cybersecurity Framework
- **Data Analysis & Tools:** Microsoft Excel (VLOOKUP, PivotTables), Microsoft Access, PowerPoint, Word
- **Programming Languages:** Java (Intro), HTML, SQL (Basic),
- **Soft Skills:** Analytical Thinking, Problem Solving, Team Leadership, Customer Service, Bilingual (English/Spanish)

### PROJECTS

#### Risk Scenario Analysis & Mitigation Proposal

##### *Risk Management Course*

- Developed a comprehensive risk assessment using NIST standards to address vulnerabilities in a mock organization's infrastructure.
- Delivered a report detailing operational, compliance, and reputational risk scenarios with proposed mitigation strategies.

#### Interactive SWOT Analysis Website – Google

##### *IT Foundations Course Project*

- Developed an interactive HTML website showcasing a SWOT analysis of Google.
- Designed responsive content and simple navigation to present business insights clearly. Demonstrated understanding of both web design principles and business strategy.

## Education

### Kean University – Union, NJ

#### B.S. in Information Technology - Cybersecurity

*Expected July 2026*

- Relevant Coursework: Risk Management, Computer Programming (Java), IT Foundations (HTML), IT Data Structures (Java), IT Project Management
- GPA: 3.3

### Middlesex County College – Edison, NJ

#### A.A. in Business - Liberal Arts

*Graduated May 2020*

## Experience

### Technical Support Specialist II

#### Slice Merchant Services

**01/2024 to Current**

**Holmdel, NJ**

- Ensure PCI DSS compliance for small business clients by guiding them through regulatory requirements from Visa/Mastercard.
- Investigate and mitigate risk issues tied to payment system configurations and data transmission.
- Created technical documentation for common fraud scenarios, compliance exceptions, and risk remediation.
- Troubleshoot and support credit card terminals, POS devices, and online gateways.

### Sales/Customer Service Agent

#### Lithia & Driveway

**04/2023 to 01/2024**

**South Amboy, NJ**

- Verified customer identities against credit application data, running ID assessment checks to detect potential fraud and prevent identity misuse in vehicle financing.
- Supported new car sales initiatives by identifying opportunities based on market trends.
- Collaborated with finance, sales, and operations departments to ensure a seamless and risk-aware customer experience.

### General Merchandise Team Leader

#### Target

**11/2019 to 02/2023**

**Milford, NJ**

- Led team operations to meet daily/weekly sales goals.
- Analyzed sales and stock data to optimize merchandising strategies.