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https://bladma.github.io/My_Portfolio/resumes.html

SUMMARY OF QUALIFICATIONS

- Full Stack Web Developer and an aspiring CyberSecurity professional with a Computer Science BA degree, and 10+ years experience working in IT as a senior computer engineer.
- Currently transferring my extensive IT experience and knowledge towards specializing in Software Development and Cyber Security.

TOP SKILLS

- **Programming:** HTML, CSS, Javascript, SQL, Python
- **Windows System administration:** Active directory, Domain/Local access
- **Windows Security:** Windows Firewall, Windows Security, Windows Defender, Symantec EndPoint Security, Antivirus Scanning, Application/Server/Network
- **Windows scripting:** Monitoring, Linux commands, cmd, PowerShell, Linux/Windows hardening.
- **Network and Network Security:** LAN/WAN/WAP. Routing/Switching. Network protocols, VPN, Wireshark, OSI Model, TCP/IP utilities,
- **System Security:** Nmap, Wireshark, RDP, pfSense, Nessus, OpenVAS.
- **Cloud management:** AWS, Microsoft Azure,
- **Compliance:** PCI DSS, HIPAA, SOX,
- **Cybersecurity Frameworks:** CIA triad, NIST, CIS Controls, OWASP, MITRE.
- **Cybersecurity Tools:** Wireshark, Splunk, Metasploit,
- **Virtualization:** VirtualBox, VMware, Kali, Ubuntu.
- **Other Skills:** POS, Aloha, MenuLink, Taleo, SCCM. CFC, NCR, Radiant, KDS, NBO. ServiceNow. HP manager. CRM. Zendesk.

EDUCATION

Cybersecurity Career Track Bootcamp: Online. Springboard May 22
CompTia security+ Certificate: CompTIA. June 22
Coding Bootcamp Certificate:UNC: Chapel Hill, NC. Full Stack Web Development. Nov 21
Bachelor's of Information Technology: Franklin University, Columbus, Ohio

RELATED WORK EXPERIENCE

Cybersecurity professional in training

2021– Present

Springboard Cyber Security Career Track

Remote

- Completed real-world scenarios with 30+ hands-on labs
- Completed 35+ mini-projects with real-world context on cybersecurity.
- Completed a capstone project that showcased all the technical security skills I acquired through the Springboard career track.

Level 2 Support Technician

2018 – 2019

NEC Corporation

Irving, TX

- Provided technical assistance to corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Developed or assisted in development of documentation and standard operating procedures and customer service guidelines relating to IT support of Retail Solutions support systems.
- Worked with team members and management to ensure technical issues are handled and escalated.

Tier III Restaurant Support Analyst

2018 – 2019

Pei Wei

Irving, TX

- Supported in-house developed and third party applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink, Taleo, OLO, and multiple restaurant systems applications.
- Used CCM,VNC,RDP to remote into restaurant File servers and terminals to troubleshoot any issues.
- Scheduled and followed-up of service with vendors; provide hardware, network, and peripheral device installation and troubleshooting.

Client Support Professional

2017 – 2018

Brinker International

Dallas, TX

- Supported in-house developed and third applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink,Taleo,
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.

Cloud Client Support Professional

2016 – 2017

D&H Financial Technologies

Irving, TX

- Worked cohesively with regional teams and other groups to ensure client services and projects are deployed to plan.
- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.
- Used C3 cloud platform to access clients cloud portal. Troubleshoot any C3 log in or access issues.
- Supported XenApp and used it to access clients' servers and virtual machines.

Onsite IT Technician

2016

JWDanforth

Buffalo, NY

- Deployed and managed multiple projects in place and ensured the completion by the due date and planned future projects.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.

Epic Software Support

2015-2016

Children's Hospital of Buffalo

Buffalo, NY

- Answered calls and responded to users' emails in regards to EPIC or any health system application.
- Provided technical support to the hospital's staff including but not limited to doctors and nurses.
- Helped users upgrade to the latest version of EPIC software system.
- Route any non-related EPIC questions or concerns to the correct department or group.

Tier II Desktop Support

2012-2015

Earthlink Business

Buffalo, NY

- Performed application installation and Win7 compatibility testing, task sequence troubleshooting.
- Communicated with the Level 1 Service Desk resources to document solutions to address common problems.