Alexis Pena

Phoenix, AZ | lexnau@gmail.com | (602) 402-6721 | www.linkedin.com/in/lexnau

# Professional Summary

Cybersecurity professional with a strong foundation in leadership, technical training, and operations, currently transitioning from performance coaching to security analysis. Proven ability to train and lead teams, manage complex workflows, and translate business needs into secure and efficient practices. Enrolled in a B.S. program in Cybersecurity and Information Assurance, with hands-on labs in Splunk, digital forensics, and firewall configuration. Driven to pursue roles in Security Analysis, GRC, or Cloud Security that offer hybrid flexibility and long-term growth.

# Skills & Tools

• SIEM Analysis (Splunk) | Event Log Review | Firewall Rules (pfSense)  
• Risk & Compliance (HIPAA, GDPR, NIST) | Digital Forensics (Autopsy, FTK)  
• Incident Response | Security Awareness Training | Network Protocols  
• CRM & Remote Support Tools | Microsoft Office Suite | Python (basic scripting)

# Certifications

• CompTIA Security+ ce  
• CompTIA Network+ ce  
• CompTIA A+  
• CompTIA IT Operations Specialist  
• CompTIA Secure Infrastructure Specialist  
• Lean Six Sigma Green Belt

# Education

Bachelor of Science, Cybersecurity and Information Assurance (In Progress)  
Western Governors University

Associate of Arts – General Studies | Rio Salado College, Aug 2023  
Honors: The National Society of Leadership and Success

# Cybersecurity Labs & Projects

• Brute Force Detection with Splunk – Analyzed failed logon attempts and created automated alerts.  
• Phishing Email Analysis – Identified IOCs from a phishing attempt using VirusTotal and sandboxing.  
• Windows Event Log Analysis – Investigated PowerShell use and privilege escalation through event logs.  
• Firewall Rule Configuration – Used pfSense to create segmented traffic rules for internal/guest VLANs.  
• Digital Forensics – Recovered deleted USB files using Autopsy and analyzed metadata.  
• HIPAA vs. GDPR Comparison – Mapped data privacy compliance requirements to real-world incident scenarios.

# Professional Experience

Performance Instructor | APS | Phoenix, AZ | Apr 2023 – Present  
• Develop and deliver training for technical onboarding and performance improvement.  
• Design virtual materials and lead workshops for process improvement and customer interaction.  
• Support business analysis and adapt to evolving technical needs with minimal oversight.

Training & Development Consultant | Asurion | Jan 2020 – Sep 2022  
• Facilitated virtual tech support and customer service training for Verizon Home Protect.  
• Increased team sales by 40% through process and behavioral training.  
• Led cross-functional training projects that reduced duplicate content by 20%.

Floor Supervisor | Asurion | Oct 2018 – Jan 2020  
• Managed team of 15; provided coaching, onboarding, QA reviews, and performance feedback.  
• Launched sales pilot projects that increased client revenue by 50%.  
• Conducted interviews and contributed to hiring and development processes.

Sales & Leadership Roles | Verizon Wireless & GMR Marketing | 2006 – 2018  
• Held leadership and training roles for technical and customer support teams of up to 35 people.  
• Mentored new employees, led product launches, and trained on CRM and internal tools.  
• Honored with “Gold Store” rating and named 3-time Women of Wireless Mentor.