

Michael Steven Banegas

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EDUCATION

Florida International University | Miami, FL

Completed: Jul 2023

Major: Computer Science, Bachelor of Science Degree

Affiliations: WiCyS, UPE Member

Relevant Coursework: Systems/Parallel Computing, Data Structures, OS Programming, Object-Oriented Programming

WORK EXPERIENCE

SentinelOne | Miami, FL (Remote)

Sept 2022 - Jun 2023

Support Engineer- Striker

- Worked as a Striker within the customer support department to filter out tickets for frontline engineers.
- Collaborated with other employees to manage around 100 technical support tickets daily.
- Specialized in clarifying and repairing any firewall, interoperability, or security breaches that customers reported.
- Led entire escalation processes, overseeing both the technical and managerial facets of each support ticket.

SentinelOne | Miami, FL (Remote)

Jun 2022 - Aug 2022

Customer Support Intern

- Professionally trained on how to be a support engineer by creating test tickets and solving them with other interns.
- Developed and managed virtual machines (VM) to simulate real world problems and find solutions for them.
- Conducted several shadowing sessions with reverse engineers to gain insights into critical pen testing and research procedures.
- Learned how to read basic assembly language and got more familiar using applications such as IDA and VMWare.

PROJECTS & LEADERSHIP EXPERIENCE

FIU Nature Preserve | Miami, FL

Feb 2023 - Jul 2023

Group Lead

- Organized and managed multiple volunteer events in the Nature Preserve for FIU students.
- Offered guidance to students by dividing them into task groups and aiding as required for each task.
- Worked to lower the presence of the invasive plant species in Florida including Ardisia and Oyster plants.

CodePath Intermediate Cybersecurity Course | Miami, FL (Remote)

Aug 2022 - Nov 2022

Student

- Engaged in cybersecurity Capture the Flag (CTF) competitions centered around diverse attack methodologies.
- Performed penetration testing to identify vulnerabilities within outdated versions of WordPress.
- Set up a Dionaea honeypot, directing attacks from a Kali Linux VM and storing attack data in a RDBMS repository.

Cisco Summer High School Externship | Raleigh, NC

Jun 2020 - Jul 2020

Intern

- Learned how to create network topologies and configure Cisco technology through Cisco Packet Tracer.
- Collaborated with team members to help design and develop [Peeradise](#), a website aimed to improve virtual learning.
- Participated in multiple customer-facing roleplay sessions as a sales engineer that simulated real world meetings.

CERTIFICATIONS

- CompTIA Security+
- CompTIA Networking+ (in progress)

SKILLS

- Spoken Languages: Fluent in English and Spanish
- Coding Languages: Python, Java, C, Assembly, JavaScript, HTML/CSS,
- Frameworks/Tools: React, MongoDB, Flask, Django, Azure, IDA Pro, x64debugger, Postman, Git, REST APIs, AWS, Agile
- Concepts: Machine Learning, Deep Learning, Reverse Engineering, Frontend, Backend, Malware analysis, Data Analysis