

Emanuel Botros

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EDUCATION

University of Central Florida

- Master of Science - Cybersecurity and Privacy (Online)
- Bachelor of Science - Information Technology
- Awards - President's List (Fall 2023, Spring 2023) / National Scholars Award / Dean's List (Fall 2024, Spring 2022)

Expected Graduation: August 2026

Graduated May 2025

SKILLS & CERTIFICATIONS

- **Security & Diagnostic Tools:** (Nmap, Wireshark, Burp Suite, Kali Linux, Nessus, Metasploit, OpenVAS, Trivy)
- **Certifications:** (CompTIA Security+, CompTIA Network+ (In Progress), AWS Academy Cloud Security Foundations, AWS Academy Cloud Foundations, TestOut IT Fundamentals Pro)
- **Ticketing & Support Systems:** (Active Directory / ADUC, Zendesk, ConnectWise, Remote Desktop Protocol (RDP), ServiceNow)
- **Networking & Protocols:** (TCP/IP, DNS, DHCP, VPN, Cisco Packet Tracer, AWS, Azure)
- **Programming & Scripting:** (Python, PowerShell, Bash, Java, C++, C#, SQL, JavaScript)
- **Virtualization & Monitoring Tools:** (VMware, VirtualBox, Hyper-V, Splunk, SolarWinds)
- **Cloud & Infrastructure Security:** (Virtual Machines, Cloud Security Principles, Information Security, Risk Management)
- **System Administration:** (Windows Server, Linux (Ubuntu, Unix), macOS, iOS, Windows 10/11 Troubleshooting)
- **Security & Compliance Frameworks:** (ISO/IEC 27001, NIST, SOC 2, HIPAA, GDPR, CIS Controls)

PROFESSIONAL EXPERIENCE

Technical Support Specialist

May 2025 - June 2025

United Data Technologies (UDT) | Contract Role

Orlando, FL

- Completed a short-term contract supporting end users via ConnectWise with hardware/software troubleshooting, password resets, and account lockouts via Active Directory.
- Assisted in implementing security protocols and best practices during repair processes while also conducting vulnerability assessments to identify and mitigate potential security risks in IT equipment before deployment.
- Creating and documenting detailed support tickets while escalating complex technical issues to senior technicians as needed.

Freelance IT Support & Cybersecurity Specialist

Jan 2025 - May 2025

Self-Employed | Freelance Role

Orlando, FL

- Building and securing virtual lab environments to simulate real-world security incidents. Setting up and managing SIEM systems to monitor logs and detect potential threats.
- Providing IT support and security hardening for small clients and personal networks while detecting simulated brute-force login attempts and suspicious activity.
- Conducting log analysis on simulated attack data to improve incident response skills. Completing advanced cybersecurity labs and threat simulations on TryHackMe. Performed log analysis on Windows Event Logs and syslogs.

IT Support Technician (Level 1)

Nov 2024 - Jan 2025

Geek Squad | Seasonal Role

Melbourne, FL

- Conducted vulnerability scans and assisted customers in securing their devices with antivirus solutions to mitigate network risks.
- Installed, configured, and repaired software, performed data backups, and explained technical problems and solutions in an accessible manner to enhance customer satisfaction, contributing to a 20% increase in customer loyalty.
- Performed device setup, system imaging, and quality checks to ensure all repaired equipment met performance and security standards before customer delivery.

PROJECTS

- **SecurePOS Application - (Python)**
 - A Python-based Self-Checkout Assistant program that allows users to add products, calculate totals, apply discounts, and generate receipts while also including features such as data persistence, and securely saving transaction history.
- **GuardianTask Application - (Java / GUI)**
 - Developed an app that assigns and secures notes for users' written in Java using GUI. The app provides a level of protection using multi-factor authentication, strong passwords, and backups.
- **CipherCart Application - (Java / GUI)**
 - Engineered and developed an app from scratch with 5 of my IT colleagues using Java to create a GUI platform that selects, stores, and manages items. The app lets you buy, change quantities, and get the overall total cost securely.

ACADEMIC INVOLVEMENT

- **Hack @ UCF**
 - Joined UCF's #1 Cybersecurity Club to learn more about network security fundamentals and concepts as well as familiarize myself with topics relating to information security and cloud computing. **May 2024**
- **Capture the Flag Cyber Competition**
 - Participated in cybersecurity CTFs involving reverse engineering, OSINT, and exploitation challenges in capturing flags in a specified amount of time. **Jan 2023**
- **National Society Of Leadership & Success (NSLS)**
 - Involved in numerous leadership and success-related projects and meetings to create better connections and improve my networking skills among students/colleagues all around UCF. **Nov 2022**