

Ricardo Cera Saez

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[Professional Portfolio](#) | [LinkedIn Profile](#)

Education and Certifications

Broward College – Davie, FL
— Associate Degree May 2018

- 5.2 weighted GPA and High Honor

Google Cybersecurity Certificate
— December 2024

Skills

- Incident Response
- NIST S.P. 800-53
- Programming (Python & SQL)
- Debian Linux (Ubuntu & KALI)
- Packet Sniffers (Wireshark & tcpdump)
- SIEM (Splunk & Google Chronicle)
- Encore Networking 300 Certification
- Fluent in Spanish and English

Experience

Technical Supervisor and Network Specialist

Encore Global

Aventura, FL – October 2022 - Present

- Set up, operate, and maintain audio, video and lighting equipment
- Liaise with clients, hotel staff, and freelancers
- Create and manage networks, run network cables, and troubleshoot connectivity and performance issues
- Provide technical support for laptops, printers, routers, points-of-sale, and mobile devicesAdapt equipment setup according to venue layout, power availability, and client requests
- Troubleshoot signal chains and equipment failures
- Manage workflow, direct staff during sets and strikes, and create and execute setup plans
- Communicate with staff to maintain work and performance standards, and evaluate performance
- Serve as first point of contact for clients before and during events for on-site assistance

Music Teacher

Winter Park Music Academy

Winter Park, FL – February 2022 - October 2022

- Taught all levels of guitar, bass, ukulele and music theory to all age groups
- Adapted to the learning styles and needs of each student
- Prepared the curriculum and material used in class, and developed technique exercises
- Created professional and personable connections with students, parents and representatives

Logistics Subject Matter Expert Lead

Costco Wholesale

Orlando, FL – October 2020 - November 2021

- Processed 40-60 calls and emails daily for customers, delivery teams, and warehouses
- Liaised with members, delivery teams, warehouses and vendors
- Developed and executed new training modules and methods for new hires
- Provided continuous training support to 350 new employees daily
- Found proactive solutions and action plans to arising requests and problems