

# Ariana Rodriguez-Rosales

Bilingual (English/Spanish) IT professional with hands-on experience in cybersecurity, threat detection, and secure systems development. Strong foundation in computer science with proven ability to implement Python-based solutions for anomaly detection, log analysis, and security operations. Security+ certified and passionate about protecting digital environments through continuous learning and applied technical expertise.

## Certifications

CompTIA Security+ (SY0-701)	November 2024
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## Education

Bachelor of Science in Computer Science	
Texas A&M University-San Antonio	December 2024
Associate of Arts in Liberal Arts	
San Antonio College	December 2018

## Technical Skills

- Security Tools: Wireshark, Burp Suite, VMware
- Languages: Python (Pandas, Scikit-learn, TensorFlow), Java, SQL, Bash
- Web & Data: HTML, JavaScript, React, PostgreSQL, Firebase
- Platforms: AWS, Windows, Linux (Ubuntu/Kali)
- Soft Skills: Analytical thinking, attention to detail, team collaboration
- Languages: Fluent in Spanish

## Projects

HackSA – Citywide Hackathon Website (Club Project - ACM)	Fall 2023
<ul style="list-style-type: none"><li>• Built a secure registration website using React and TypeScript, integrated Firebase for data storage, and deployed on Vercel.</li><li>• Contributed to successful event management and technical infrastructure for over 100 participants.</li></ul>	
Spectrum Dashboard – GIS Data Visualization (Senior Capstone Project)	Spring 2024
<ul style="list-style-type: none"><li>• Processed geospatial data using Python and stored it in PostgreSQL; integrated the dataset with ArcGIS Pro for spatial analysis.</li><li>• Published interactive dashboards via ArcGIS Online for stakeholder access and collaboration.</li></ul>	

## Professional Experience

CACI International Inc.   San Antonio, TX	January 2024 – May 2024
Software Developer Intern	
<ul style="list-style-type: none"><li>• Developed and optimized machine learning models for anomaly detection, reducing false positives and enhancing cybersecurity threat identification.</li></ul>	

- Collaborated with cross-functional teams to research and implement models aligned with organizational cybersecurity needs.
- Contributed to the integration and testing of AI-based threat detection systems.

Omnicare | San Antonio, TX

October 2016 – September 2023

Licensed Pharmacy Technician

- Performed high-volume prescription data entry for long-term care facilities and residential programs serving individuals with special needs, ensuring accuracy and full compliance with HIPAA and DEA regulations.
- Assisted with medication preparation, packaging, and labeling during peak demand while adhering to safety and dosage protocols.
- Collaborated with pharmacists, technicians, nurses, and physicians to verify prescriptions and facilitate accurate, timely medication delivery.

JPMorgan Chase | San Antonio, TX

August 2011 – June 2015

Technical Support Representative

- Delivered bilingual (English/Spanish) support for IT-related customer inquiries, including software troubleshooting, account setup, and system configuration.
- Improved client satisfaction by guiding users through technical processes and resolving complex issues across multiple call queues.
- Maintained online customer profiles to help reduce fraud and reported recurring system issues to relevant teams.

Consumer Assist

- Specialized in resolving escalated customer inquiries for retail banking accounts, using advanced de-escalation strategies and deep product knowledge.
- Streamlined daily operations by mentoring Telephone Bankers and ensuring adherence to compliance standards.

Telephone Banker

- Served as the first point of contact for customer banking inquiries, providing accurate and empathetic support through active listening and clear communication.
- Gained strong foundational knowledge in financial services, customer support protocols, and compliance procedures.

## **Honors & Awards**

Hack UTD Fall 2023

3rd Place – Frontier Communications Hardware Challenge

- Engineered an environmental monitoring system using Arduino and Raspberry Pi, storing sensor data in Google Cloud and deploying predictive alerts for hardware safety.