VICTOR MARTINEZ

Telecommunications and
Cybersecurity Analyst

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Cybersecurity Analyst with more than 7 years of experience in network security monitoring, threat detection, and incident response. Skilled in SIEM operations, security log analysis, and telecommunications infrastructure security. Experienced in security incident investigations and customer-focused cybersecurity support.

Work Experience

VAS Support Engineer   Feb 2024 - Jul 2025

Tigo | Honduras

- Managed client communications for mobile product services, ensuring clear updates and timely resolutions to enhance customer satisfaction.
- Coordinated and troubleshot A2P SMS platform security incidents, providing incident response support to B2B and B2C customers.
- Developed Python and Bash automation scripts for security log analysis and threat detection, streamlining technical reporting.
- Monitored telephony trunks traffic to detect fraudulent patterns and security anomalies for B2B customers.
- Collaborated with cross-functional security teams to ensure smooth operations and cohesive approach to incident response.

Consultant   Nov 2023 - Feb 2024

SENACIT | Honduras

- Composed a consulting report on security vulnerabilities and infrastructure of the local network.

Technical Writer   Jan 2023 - Nov 2023

Sigma Technologies | Sweden

- Created and edited technical documentation for core mobile network equipment, translating complex concepts into clear, user-friendly materials.
- Collaborated closely with engineers to ensure accuracy and consistency in all technical communications.
- Managed document version control and ensured the timely delivery of all project- related materials.

Customer Support Engineer   Dec 2021 - Jan 2023

Arelion | Sweden

- Provided comprehensive assistance to B2B customers regarding international VoIP traffic, SMS, and mobile data.
- Conducted security incident response for VoIP, SMS, and mobile data threats
- Monitored A2P platform security logs to ensure efficient SMS traffic and detect potential threats.

VNOC / VQA L2 Engineer   Apr 2016 - Feb 2019

Liberty Global | Honduras

- Acted as a senior L2 engineer, providing direct oversight and technical mentorship to a team of L1 engineers, significantly improving team efficiency and problem-solving skills.
- Implemented quality assurance protocols and new troubleshooting methodologies, which led to a 25% reduction in average security incident resolution time through improved incident response methodologies.
- Conducted knowledge transfer sessions and workshops on advanced VoIP systems and troubleshooting techniques for the L1 engineering team.
- Streamlined ticket distribution and implemented weekly KPI reporting to optimize team performance and ensure timely resolution of issues.

N1 Telecommunications Engineer   Jul 2015 - Feb 2016
ITS InfoCom | Tegucigalpa Honduras

- Designed network links for a government project, providing internet access to public schools.
- Provided IOS update support for Cisco equipment.
- Delivered outsourcing support for project development and system maintenance for corporate customers.

Core Skills

- Security Information & Event Management (SIEM)
- Threat Detection and Monitoring
- Security Incident Response
- Network Security Analysis
- Vulnerability Assessment
- Python/Bash Automation
- Linux System Management
- Network Equipment Management

Education

Universidad Internacional de La Rioja en México   Oct 2024 - Present
Master's degree Cybersecurity
Courses: Relevant Coursework: Information Security Management, Risk Assessment & Governance, Ethical Hacking & Penetration Testing, Network Security, Incident Response & Digital Forensics, Cryptography, ISO/IEC 27001 Standards, Cyber Threat Intelligence, Security Policies & Compliance, Cloud Security

Universidad Tecnológica Centroamericana (UNITEC)   Jan 2011 - Mar 2016
BSc Telecommunications Engineering
Courses: Wireless Communications, Fiber Optic Networks, RF Engineering, Computer Networks (TCP/IP, LAN/WAN), Digital Signal Processing, Telephony Systems (VoIP), Network Security, Microcontrollers, Data Transmission, 4G/5G Mobile Networks
GPA: 82

Languages

English (fluent), Spanish (fluent), French (Elementary), German (Elementary)

Certificates

Google IT Automation with Python Specialization
Google

Google Cybersecurity Specialization
Google