VICTOR MARTINEZ

Telecommunications and Cybersecurity Analyst

[vdleinad@outlook.com](mailto:vdleinad@outlook.com)

[www.linkedin.com/in/vdmb](file:///H:\Python%20Projects\resume-optimizer-project\resume-optimizer\www.linkedin.com\in\vdmb)

+504 88443078

Tegucigalpa, Honduras, HN

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 the A2P platform to ensure efficient SMS traffic.

**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