VICTOR MARTINEZ

Telecommunications and Cybersecurity Analyst

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Tegucigalpa, Honduras, HN

Cybersecurity Analyst with 7+ years of experience in network security monitoring and telecommunications infrastructure security. Proficient in Python automation for technical operations, customer-focused support, and troubleshooting complex telecom systems. Experienced in handling B2B security incidents, supporting international carrier environments, and improving network reliability through systematic problem-solving.

## 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.
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* Coordinated and troubleshot A2P SMS platform security issues, providing direct support to both 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.
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**Technical Writer** Jan 2023 - Nov 2023

*Sigma Technologies*

* 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*

* Provided comprehensive assistance to B2B customers regarding international VoIP traffic, SMS, and mobile data.
* Troubleshot and resolved VoIP, SMS, and mobile data incidents related to international traffic between carriers.
* Monitored the A2P platform to ensure efficient SMS traffic.

**VNOC / VQA L2 Engineer** Apr 2016 - Feb 2019

*Liberty Global*

* 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 ticket resolution time.
* 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.
* Monitored telephony trunks traffic to detect fraudulent patterns and provided troubleshooting for VoIP telephony issues for B2B customers.

**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

English, Spanish, French, German, Python, Bash, Linux System Management, Security Information & Event Management (SIEM), Network Equipment Management, Scheduling & planning, drafting business communications, data entry & reporting, online research, meeting coordination, client support, Problem-solving, adaptability, time management, proactive communication, analytical thinking

## 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