

# DIEGO ANGARITA

## CYBERSECURITY & CLOUD SUPPORT SPECIALIST

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### PROFESSIONAL PROFILE

Technical support and cybersecurity specialist with over six years of experience in high-level enterprise environments. Proficient in platforms such as Azure, Microsoft Access ID, Intune, and Active Directory. Experience in automation with PowerShell and Python, as well as vulnerability and security management with tools such as CrowdStrike, Rapid7, Nessus, and OWASP. Having worked in Red Team and Blue Team environments, I have strong skills in Tier 1, Tier 2, and Tier 3 technical support, virtual machine administration, SQL databases, and real-time monitoring systems.

### TECHNICAL SKILLS

- Cloud & Infrastructure: Azure, AWS, Microsoft Intune, Microsoft Entra ID
- Security: CrowdStrike, Rapid7, Nessus, OWASP, Amazon Security Hub
- Scripting & Automation: PowerShell, Python, Bash
- Identity & Access: Active Directory, GPO, IAM, VPNs
- Databases: SQL Server, Azure SQL
- Supporting Tools: ServiceNow, Workspace ONE, NinjaOne, Remedy, Mantis, FreshService
- Virtualization: Amazon WorkSpaces, VMs, VNET, Entra ID Policies

### WORK EXPERIENCE

#### Support Engineer – Howdy / NCS (2024 – 2025)

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- Automation of internal processes using PowerShell scripts for software installation, system configuration, administrative tasks, and database administration.
- Administration and restructuring of Active Directory, including group management, access policies, and user control.
- Vulnerability management using tools such as Rapid7 InsightVM, CrowdStrike Falcon, NinjaOne, and Amazon Security Hub.
- Development of automated workflows for applying security patches using PowerShell.
- Support and resolution of Level 1, 2, and 3 technical incidents for users globally in hybrid environments.

#### Help Desk Analyst – Sonda (2022 – 2024)

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- User administration in Active Directory, including creation, modification, and assignment of roles and permissions.
- Remote technical support for Level 1 and Level 2 users in multiple countries, using tools such as ManageEngine and ServiceDesk Plus.
- Infrastructure management in Microsoft Azure: virtual machines, virtual networks (VNET), VPNs, and conditional access policies.
- Configuration of rules and security groups in Entra ID (formerly Azure AD).
- Resolution of incidents related to connectivity, service access, and authentication errors.
- Ticket logging, tracking, and documentation through ITSM platforms such as ServiceNow and ManageEngine.

## Technical Operator – SCIWW (2023 – 2024)

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- Technical support and direct assistance to end users in resolving incidents related to systems, networks, and data access.
- Performing operations on SQL databases, including queries, inserts (INSERTs), and updates (UPDATEs).
- Managing access policies and creating virtual private networks (VPNs) in Azure environments.
- Configuring and securing cloud environments through traffic control, network segmentation, and restricted access.
- Executing privatization processes and protecting a sensitive database to ensure compliance with security standards.

## Help Desk Support – Soporte S.A. / Davivienda (2021 – 2022)

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- I provided remote and on-site technical support in corporate environments under a 7x24 shift schedule.
- User administration and management using ADA (Active Directory Automation) for access and permission control.
- Monitoring of technological infrastructure and troubleshooting issues on servers, networks, and workstations.
- Recording and tracking tickets in ITSM tools, ensuring compliance with service level requirements (SLAs).
- Constant interaction with network, infrastructure, and help desk teams to ensure continuous service availability.

## Help Desk Support – Softtek / LALA México (2020 – 2021)

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- I provided remote technical support to users in Mexico and the United States, resolving connectivity, device, and system access issues.
- Monitored network infrastructure and devices using tools such as Remedy and Check MK.
- Diagnosed and tracked tickets using ITSM platforms, ensuring agreed-upon response times (SLAs).
- Coordinated with local and international teams to ensure operational continuity in critical production environments.

# FEATURED TECHNICAL PROJECTS

## Howdy / NCS (2024)

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I developed automation solutions using PowerShell, Entra ID, and Intune, focused on program installation and administrative tasks, which reduced deployment times and human errors by 70%. I implemented automated workflows for patch management and remediation of critical vulnerabilities, and led a complete restructuring of Active Directory, optimizing the group hierarchy, permissions, and access policies, improving traceability and security control throughout the corporate environment.

## SCIWW (2023 – 2024)

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I led the privatization of a critical database in Azure, configuring private networks, restricting public traffic, and managing secure access policies using VPN and identity control, ensuring compliance with security and confidentiality policies.

## **Sonda / Keralty (2022 – 2024)**

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I provided remote Level 1 and Level 2 technical support to users in Latin America and the US, using tools such as ManageEngine and ServiceDesk Plus. I managed users and permissions in Active Directory, managing additions, modifications, and access according to security policies. I participated in infrastructure management in Microsoft Azure, including virtual networks (VNETs), VPNs, virtual machines, and conditional policies in Entra ID. I also configured access rules and security groups, and managed incidents related to connectivity, authentication, and critical services using ServiceNow.

## **EDUCATION AND CERTIFICATIONS**

- Systems Technician – SENA CENIGRAF
- SQL Master – Udemy (2024)
- Microsoft Intune – Udemy (2024)
- Junior Pentester – Hacker Mentor (2024)

## **LANGUAGES**

- Spanish (native), English (advanced C1) – Bilingual experience