**Yves-Claude Zamor**

Bethpage, NY 11714 | (929) 321 – 2650 | [yveszamor@gmail.com](mailto:yveszamor@gmail.com)

<https://www.linkedin.com/in/yves-claude-zamor/> | <https://yveszamor21.github.io/>

**IT Service Desk Agent | Service Desk Technician | Network Security**

**Summary of Qualifications**

* Skilled in cybersecurity practices, network security, and risk management with a focus on ethical hacking and threat mitigation, supported by relevant coursework in infrastructure security and cloud computing through Undergraduate Certificate program in Cyber Security
* Experienced in designing lean manufacturing processes and optimizing workflows to enhance operational efficiency, reduce waste, and ensure compliance.
* Proficient in Agile methodologies, including Scrum and Kanban, with experience in coordinating teams, optimizing resources, and applying project management principles for effective task prioritization and delivery.
* Demonstrated attention to detail through accurate route optimization, data handling, and operational compliance, supported by expertise in CAD software and technical project management.

**Skills**

Cybersecurity | Network Security | Python | Linux | Wireshark | Operating Systems | Technical Writing | Risk Management | Ethical Hacking | Microsoft Office Suite | CAD Software | Lean Manufacturing | Process Optimization | Project Management | Resource Coordination | Agile Methodologies | Scrum | Kanban | Time Management | Problem-Solving | Project Management | Troubleshooting | Attention to Detail

**Education**

**Associate of Science in Cybersecurity and Networking**

*DeVry University* | June 2025 | GPA 3.89

* ***Relevant Coursework***: Digital Devices, Information System Security, Operating Systems, Technology and Information Systems, Information Technology and Networking, Cloud Computing, Technical Project Management, Infrastructure Security, Programming, Cybersecurity and Data Privacy, Ethical Hacking

**Bachelor Degree in Industrial Engineering**

*Universidad Tecnologica de Santiago (UTESA)* | November 2011

**Project Experience**

**Python Vulnerability Scanner** | *Developer*

* Built a Python-based tool to detect systems vulnerable to known CVEs.
* Implemented CVE lookup automation and scanning logic to enhance system security assessments.

**DVWA Lab Report (Damn Vulnerable Web App)** | *Penetration Tester*

* Conducted hands-on penetration testing in a controlled environment.
* Explored OWASP Top 10 vulnerabilities and documented exploits and mitigations.

**VirtualBox + Kali Linux Setup Guide** | *Lab Architect*

* Designed and configured a home cybersecurity lab using VirtualBox and Kali Linux.
* Created detailed documentation for reproducibility and security-focused experimentation.

**Network Sniffing with Wireshark** | *Network Analyst*

* Captured and analyzed live network traffic using Wireshark.
* Identified protocols, extracted key data, and demonstrated packet-level inspection techniques.

**Crypto Trading Bot – Architecture Guide** | *Technical Writer & Researcher*

* Summarized key steps to build an automated crypto trading bot based on 4IRE Labs' methodology.
* Outlined objectives, strategy selection, bot architecture, coding practices, and API integration best practices.

**Network Security Best Practices for SOHO Environments** | *DeVry University*

* **Router & Wireless Security:** Hardened TP-Link router by updating credentials, enabling WPA3, disabling WPS, and setting up MAC filtering and firmware updates.
* **IP Address & DHCP Management:** Configured static and dynamic IPs, adjusted Ubuntu IP settings via terminal, and resolved connectivity issues.
* **Subnetting & Loopback Setup:** Designed and configured two /25 subnets with valid ranges and loopback interfaces, verified through ping tests and troubleshooting.
* **Network Topology & Testing:** Created a detailed Visio network diagram and validated connectivity across devices to ensure routing accuracy.

**Fundamentals of Information System Security Project |** *DeVry University*

* **Data Encryption:** Implemented asymmetric key encryption for secure file transmission using public/private key pairs.
* **Network Scanning & Analysis:** Performed vulnerability scans with Nmap and Nessus; used Wireshark and NetCat for packet and traffic analysis.
* **Access Controls & MFA:** Configured multifactor authentication with Google Authenticator to strengthen system login procedures.
* **Policy & Firewall Management:** Developed a BYOD policy and applied iptables firewall rules to enforce access control and network protection.

**Intrusion Detection & Infrastructure Security Project**| *DeVry University*

* **Intrusion Analysis (Wireshark):** Identified OS fingerprinting techniques and analyzed suspicious ICMP and TCP traffic through TTL and flag inspection.
* **Snort Rule Creation & Testing:** Wrote and tested custom IDS rules to detect ping activity and XMAS scans; validated alerts through packet analysis.
* **Secure Communications (SSL/TLS):** Decrypted and analyzed SSL traffic to verify GET requests and secure stream integrity.
* **System & Access Monitoring:** Used Linux tools, Process Hacker, and Process Monitor to detect anomalies, manage services, and implement time-based firewall rules.

**Professional Experience**

**Mail Carrier/Mail Handler** | *USPS* | Bethpage, NY **September 2021 to Present**

* **Route Optimization & Efficiency**: Consistently optimized delivery routes, reducing travel time and increasing efficiency—skills that are highly applicable in technical fields focused on logistics, process optimization, and operational efficiency.
* **Accuracy & Attention to Detail**: Sorted and delivered mail accurately and on time, showcasing a strong commitment to detail and reliability, valuable in technical roles requiring precision in data handling and documentation.
* **Safety Compliance**: Maintained adherence to safety protocols throughout daily routes, demonstrating a proactive approach to risk management and compliance, transferable to technical roles with safety and regulatory requirements.

**Assistant Manager** | *Edison Fast Park* | Brooklyn, NY **July 2015 to August 2021**

* **Team Leadership & Coordination**: Supervised staff and managed daily workflows, applying skills in team coordination and task prioritization—valuable for technical roles that require leadership, project coordination, and effective resource management.
* **Customer Service Management**: Handled customer service issues, ensuring satisfaction and timely resolution, showcasing skills in communication, troubleshooting, and client relations that are essential for roles in technical support and user experience management.
* **Financial & Operational Accountability**: Managed daily deposits and scheduling, demonstrating meticulous attention to detail and accountability, which are crucial in technical fields for maintaining data accuracy, compliance, and operational oversight.

**Industrial Engineer** | *Inter-American Wovens S.A.* | Sonapi, Haiti **February 2012 to February 2014**

* **Process Optimization & Lean Manufacturing**: Designed and implemented lean manufacturing processes across the plant, reducing waste and increasing productivity—skills directly transferable to technical roles focused on operational efficiency and continuous improvement.
* **Operational Efficiency & Compliance**: Coordinated receiving, warehousing, and distribution operations, ensuring compliance with federal, state, and local regulations. This experience demonstrates a strong ability to manage adherence to standards and optimize processes for compliance in technical environments.
* **Leadership & Staff Development**: Recruited, trained, and managed warehouse staff to uphold security procedures, maintain efficiency, and improve overall performance—skills valuable in technical management for overseeing team effectiveness and compliance with organizational policies.