

CYBERSECURITY SPECIALIST

PROFESSIONAL SUMMARY

Highly analytical, solutions-oriented, innovative professional with a strong IT background and proven skills in cybersecurity administration, information security, and network security operations within diverse industries. Equipped with comprehensive knowledge of best practices to effectively identify and manage opportunities that help the continuous improvement of IT security standards. Skilled at utilizing advanced applications and systems and industry best practices to identify and address user needs, as well as developing and implementing technical solutions for optimum client satisfaction. Effective at building consensus, providing technical guidance to end users, as well as leading and motivating teams to ensure project success.

AREAS OF EXPERTISE

Technical Writing | Database Management | Technology Platforms Assessment and Optimization
Data Analysis and Monitoring | Quality Assurance and Control | Help Desk Troubleshooting and Resolution
System and Server Administration | Team Supervision and Training

EDUCATION AND CREDENTIALS

Bachelor's Degree | University Name, Torrance, CA

Relevant Coursework:

Amazon (AWS) Cisco Cloud Technologies | Ethical Hacking | JavaScript | SQL | VMware and Wireshark
Microsoft Server 2012 | Risk Management Framework (RMF) Process | Software Development Life Cycle

Azure Fundamental AZ-900, In Progress

CCNA Certificate, Oct 2023

CompTIA Security+ Certification, 2021

PROFESSIONAL EXPERIENCE

COMPANY NAME, TORRANCE, CA

IT/Telecom Support Specialist I

Oct 2022–Present

- Perform key tasks in evaluating and addressing helpdesk tickets, communicating ticket status with users, and documenting ticket solutions in RemedyForce.
- Exemplify technical skills in executing configuration on desktops, laptops, tablets, mobile devices, and peripherals, while updating IT inventory in compliance with standard operating procedures.
- Deliver equipment to remote facilities and offer desktop support when on-site service is required.
- Maintain interaction with users in teams to provide remote support using appropriate troubleshooting tools and techniques
- Organize a schedule of remote site visits to support logistical efficiency.
- Observe strict compliance with IT policies followed by end-users and ensure updates on processes/procedures documents
- Collaborate with other tech team members to guarantee the efficiency of ITI desktops/laptops and related hardware.
- Display competency in inspecting systems specifications and recommending appropriate equipment upgrades.
- Deliver technical support by traveling on-site to facilities to troubleshoot network equipment.
- Complete installation, configuration, and testing of applications of hardware in compliance with the organization and user requirements.
- Assist users with appropriate hardware/software, while maintaining communications with them regarding remote access, and supporting special applications of software.
- Closely interact with user staff, vendors, user representatives, and user management to ensure the achievement of computer automation goals and objectives.

COMPANY NAME, TORRANCE, CA

Technical Writer – Help Desk Operations

Apr 2021–Oct 2022

- Drafted knowledge articles and managed knowledge base and other informative resources for the Customer Service Helpdesk and M-NCPPC Commission.
- Arranged complete documentation of standards and maintained a knowledge base using Knowledge-Centered Support (KCS) life cycle in coordination with the helpdesk operations manager
- Partnered with the helpdesk operations manager and customer service helpdesk supervisor in evaluating and providing consultation on internal process documentation updates to formulate and implement a documentation review life cycle for internal policy and procedural documentation.
- Collaborated with customer service helpdesk trainer, manager on duty, and senior call center support to communicate changes on knowledge resources to ensure the team's successful support, as well as to identify needs for document creation and updates.
- Identified needs for document creation and updates for customer service help desk staff, along with needs for internal staff job aids with systems support from the Customer Service Help Desk Project Team.
- Utilized ticket tracking system and current project management system in handling knowledge management requests and timelines.
- Aided in the creation and implementation of a process for a style guide that provided detailed standards for helpdesk writing style.

COMPANY NAME, TORRANCE, CA

Help Desk Support III | Manager on Duty

Feb 2020–Apr 2021

- Promptly answered customer hardware and software concerns regarding the usage of software utilities and test equipment in determining and addressing technical problems.
- Executed troubleshooting and addressed complex issues for internal and external customer service topics, while applying solutions to employee issues in the absence of a supervisor.
- Enhanced overall helpdesk productivity in all aspects of daily and weekly operations in partnership with upper management.
- Created polished and engaging content by developing templates and proofing responses to inquiries and requests for the team.
- Worked as a third-tier support in handling and responding to all incoming calls, emails, and other contact methods regarding park services programs and policies.
- Served as an effective systems officer for core software systems focused on responding to customer requests related to activity, fee, facility configuration, user account creation and maintenance, journal transfer, and account adjustments.
- Proficiently utilized systems, including RecTrac, GEN, ACR, EAM, and Office Suite to generate reports and spreadsheets.

Help Desk Support II

Nov 2019–Feb 2020

- Regularly communicated with remote users to gather concise problem information and coordinate step-by-step instructions over the phone and email.
- Conducted documentation, tracking, assignment, and escalation of incident reports using Zendesk ticketing software.
- Gathered necessary information and efficiently answered all emails, calls, and in-person requests regarding park services and programs.

TECHNICAL SKILLS

Operating Systems: Kali Linux | Windows 10
Software/Tools: RecTrac | PARKS DIRECT | Avaya | Bomgar | MS Office 365
Remedy Ticketing System | Zendesk | ScreenSteps

AWARDS

Performance Awards (2)