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CERTIFICATIONS

CompTIA A+
CompTIA Network+
CompTIA Security+

Cisco CCNA — Expected Oct 2026
Google Cybersecurity Certificate

TECHNICAL SKILLS

Cybersecurity: Incident triage, phishing analysis, ransomware response, endpoint security, security policies, network security fundamentals

Identity & Access Management: Active Directory, Google Workspace, user/group provisioning, OUs, GPOs, MFA, Conditional Access, access control

Networking & Security: TCP/IP, DNS/DHCP, VLANs, trunking, routing, switching, Cisco IOS, NAT/PAT, VPNs, firewall administration, network troubleshooting

Systems & Cloud: Windows, Linux, Microsoft 365, Microsoft Azure, Google Workspace, PowerShell, Bash, SSH, patch management

Security & Infrastructure Tools: Sophos Firewall, Fortinet VPN, Windows Defender, VMware, VirtualBox, Proxmox, Docker

IT Operations: System provisioning, endpoint management, hardware/software troubleshooting, remote support, ticketing and documentation

EXPERIENCE

Remote Technician

07/2025 – 09/2026

Alpine Health Technologies , Bayamón

- Served as a first point of contact for phishing and security incidents, performing initial triage, containment, documentation, and escalation.
- Responded to a confirmed ransomware attack at a medical clinic by directing staff to disconnect network and Internet access and escalating to the security manager.
- Investigated and reported phishing emails and managed Active Directory account lockouts and user access decisions.
- Configured and supported Fortinet VPN and MFA access for remote users.
- Documented incidents and technical issues while creating user and technician guides and procedures.
- Resolved approximately 70% of issues at first contact while handling ~40% of inbound support volume.

IT Support Technician
GI Smart Technologies , Bayamon

01-2024 – 06/2025

- Administered Sophos Firewalls, reviewing weekly reports, monitoring connectivity, and modifying firewall rules to support required applications and servers.
- Managed Active Directory users, groups, permissions, passwords, GPOs, account provisioning, and access control.
- Managed Windows Defender endpoint security, Microsoft 365, Google Workspace, and user/device provisioning.
- Managed and verified weekly backups, including configuration, monitoring, and troubleshooting for client environments.
- Supported IT infrastructure for managed-service clients through remote and on-site troubleshooting, maintenance, and system administration.
- Led the organization-wide migration from Timeslip to Timeslip Go, coordinating deployment and user support.

Web Designer / IT Support
Salvación TV, Rio Piedras

01/2022 – 12/2023

- Designed and implemented the organization's current website
- Provided basic IT support and troubleshooting for staff as requested by management
- Assisted with technical implementations and general computer support

EDUCATION

Cloud and Network Engineering – B.S. [Western Governors University (WGU) — In Progress]

High School Diploma [Academia Adventista Metropolitana]

Professional Certifications & Independent Study [CompTIA and Google]

PROJECTS & SOCIALS

[Github](#) - It contains public documentation of my home lab, services, infrastructure and security

[Linkedin](#) | [tryhackme](#) | [hackthebox.com](#)