

# Jeffrey Rodriguez

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## About Me

As a Cyber Security senior, I have learned to set up and configure working Virtual Machines that utilized various Windows OSs and Linux distributions, the basis of networking fundamentals covering the networking technologies, protocols, and techniques, aware of the current threats, attacks within the technology industry, implementing the various intrusion detection and prevention methods to alert about attacks, revoke any upcoming threats and risks and notifying of an intrusion, including documenting the intrusion. Also acknowledging the various network equipment such as CISCO routers and switches and setting up firewalls within the networks and the network equipment and lastly, utilizing digital forensics software to uncover and secure digital evidence. With this technical knowledge and expertise, I want to secure a position with an IT company allowing me to apply my technical skillset, troubleshooting support, and customer service skills to tackle the company's technical projects, clients' issues, and professionally communicate with company employees and clients

## Work Experience

### **Lead Customer Service Representative (CSR)**

February 2020 - February 2021

Micro Center - Houston, TX

- Providing exceptional customer service at the point of sale and checkout area
- Acknowledging and handling customers' question, concerns and other inquiries
- Assisting fellow associates on handling an issue and providing feedback on their performance
- Organizing the front end work area and office for sufficient workflow

### **Technology/Hire Houston Youth Professional Intern**

June 2020 - August 2020

City of Houston Police Department - Houston, TX

- Organized the new inventory of PCs, Monitors, and computer accessories for the Houston Police Department technology services building
- Recording and logging the new inventory by Department ID and serial number within local database
- Removed and dismantled outdated computers/hardware and labeling the outdated hardware's storage devices for destruction
- Taken online professional development and organization learning modules

### **IT Operations Intern**

June 2019 - August 2019

Houstonfirst Corporation - Houston, TX

- Supported end users from various departments in person or over the phone for troubleshooting computer hardware and software issues
- Re-imaging new computer hardware and installing proprietary business applications and Microsoft Office applications onto new hardware
- Inventoried all 225 corporation's users' computer and office devices

- Created, designed, and drafted the digital signs network design of Houston First 4 buildings, utilizing Visio to display the VLANs of each building and the connected network switches, routers, mini PCs and digital signs connected to the VLANs

### Education

<b>Associates of Applied Sciences (AAS) in Cyber Security</b> Houston Community College - Houston, TX	Fall 2019 - present
<b>Bachelor of Science (BS) in Computer Information Systems</b> University of Houston - Houston, TX	Fall 2017 - Winter 2021
<b>Associates of Arts (AA) in Computer Science</b> Houston Community College - Houston, TX	Summer 2015 - Spring 2017

### Technical Skillset

- Customer Service
- Windows OS client and server installation, configuration and management
- Microsoft Office Suite Application support
- Technical Troubleshooting Support
- Inventory Management
- Project Management
- Cisco CLI for Cisco network equipment configuration
- Network Traffic Analysis
- Open Source Intelligence
- Cryptography
- Written & Verbal Communication

### Projects

#### **Houston First Digital Signs Network Design**

- Created, designed, and drafted the digital signs network of Houston First 4 buildings within Visio, displaying the VLANs of each building displaying the connected network switches, routers, mini PCs, and digital signs

### Honors & Achievements

- NCL Fall 2020 Individual & Team Game Certificates of Participation, November 2020
- Dean's Honor Achievement Certificate, Houston Community College Southwest Campus, Spring 2020
- Dean's Honor List, University of Houston College of Technology, Spring 2019
- Unsung Hero Award, University of Houston Department of Campus Recreation, May 2018
- Coca-Cola Scholarship, University of Houston UEP, Fall 2017

### Certifications

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|--|-----------------|
| • MTA: Windows Operating System Fundamentals | Issued Dec 2019 |
| • Microsoft Excel 2016 Introductory          | Issued Jul 2018 |
| • Microsoft Access 2016 Introductory         | Issued Jun 2018 |