

Professional Profile:

Systems Engineer with a strong background in cybersecurity, networking, and infrastructure support across production environments. Hands-on experience with firewalls, VPNs, log analysis, and security incident response, including direct exposure to Fortinet technologies (FortiGate and FortiAnalyzer). Proven ability to work in customer-facing roles, manage incidents under SLA constraints, and translate technical requirements into practical solutions. Seeking to grow into a technical-consultative Systems Engineer role supporting customers and regional teams.

Job Experience

AVASO Technology Solutions | Desktop / Network Field Engineer | Mar 2025 – Present

Duties:

- Provided advanced support for enterprise network infrastructure, systems, and security, including WAN/LAN troubleshooting, VPNs, firewalls, and Linux-based environments.
- Performed Linux system administration, log analysis, and technical documentation aligned with SLAs and compliance requirements.
- Implemented and supported security solutions and hardware in multi-client production environments.
- Worked directly with customers to gather technical requirements and clearly communicate solutions and remediation steps.
- Coordinated with internal teams to resolve critical incidents and ensure operational continuity.

Achievements:

- Improved network performance by 56% through optimization and advanced troubleshooting.
- Maintain consistent SLA compliance across high-demand client environments.
- Contributed to customized technical solutions achieving a 90% acceptance rate.

HCLTech | Senior Technician | Mar 2025 – Dec 2025

Duties:

- Delivered senior-level technical support for hybrid and virtualized infrastructure environments.
- Performed advanced troubleshooting and incident analysis for systems, networks, and virtualization platforms.
- Managed critical tickets, prioritizing based on business impact and urgency.
- Collaborated with cross-functional teams to implement technical improvements and process optimization.

Achievements:

- Reduced recurring incidents through process standardization and root-cause remediation.
- Improved resolution times and overall end-user experience.

Telemedik Innova | IT Help Desk Technician Tier II | Jul 2024 – Jan 2025 | Seasonal

Duties:

- Handled advanced support tickets and security incidents in a healthcare environment.
- Worked hands-on with FortiGate and FortiAnalyzer in production environments, reviewing firewall logs, correlating alerts, and leveraging Threat Intelligence to support incident response.
- Analyzed firewall activity and traffic patterns in coordination with security and SOC teams
- Provided direct user support while consistently meeting defined SLAs.

Achievements:

- Reduced false positives by 40%.
- Decreased average response time from 48 hours to 24 hours.
- Increased user satisfaction scores by 25%.

Village Capital & Investment LLC | Loan Officer Assistant / Translator | Jul 2020 – Apr 2024

Duties:

- Managed and qualified inbound and outbound sales leads for mortgage and refinancing opportunities.
- Supported the full loan lifecycle from initial client contact through successful refinancing closures.
- Handled high-volume client calls and follow-ups, ensuring timely communication in line with SLAs.
- Assisted Loan Officers with documentation collection, validation, and coordination.
- Served as bilingual liaison (English/Spanish), improving communication efficiency and client trust.

Achievements:

- Improved lead-to-close conversion rates by 25% through structured follow-ups.
 - Contributed to a 20% increase in monthly closed loan volume.
 - Reduced customer response times by 35%, increasing overall productivity.
 - Decreased processing delays and rework by 15%.
-

Education

Bachelor of Science in Cybersecurity – Full Sail University, FL | 2025

Associate Degree in Information Technology – Full Sail University, FL | 2024

Certifications

Red Hat System Administration I (RH124), v10.0 – Red Hat, 2025

Google Cybersecurity Professional Certificate – Google, 2024

TECHNICAL SKILLS

Networking & Security: Firewalls, VPNs, IDS/IPS, SIEM, Threat Intelligence, Incident Response

Operating Systems: Linux (Red Hat, Rocky, CentOS, Ubuntu, Kali), Windows, Windows Server, macOS

Security Tools: FortiGate, FortiAnalyzer, Nessus, Nmap, Wireshark, Metasploit, OWASP, Shodan

Infrastructure & Dev Tools: Docker, Git, Visual Studio Code

Programming/Scripting: Python, MySQL (basic)

Languages Spoken

Spanish (Native)

English (Advanced)

Portuguese (Basic)