

## SUMMARY

Experienced IT professional, seeking to enter the cybersecurity and/or cloud solutions industry. Feel free to visit this resume in an HTML format at [dugganco.com](http://dugganco.com), self-created and hosted via Azure and Google Domains. Expected 2024 graduation for Master's degree in cybersecurity. Expertise in IT security, network security, network administration, and troubleshooting.

## PROFESSIONAL WORK EXPERIENCE

### IT Security Operations Analyst

January 2023 – Present

Citi - New York, NY

- Conducted comprehensive research and analysis on Citi's external customer password requirements, resulting in the implementation of robust security measures and an enhanced customer experience.
- Spearheaded the optimization of Identity Access Management, Multi-factor Authentication & Suspicious Activity Monitoring procedures, significantly fortifying the organization's cyber defense capabilities and ensuring compliance with industry best practices.
- Collaborated closely with application owners to define stringent MFA requirements, playing a pivotal role in ensuring FFIEC compliance across all internal applications, thus bolstering the company's security posture.
- Leveraged skills in XML-based report creation and SQL queries using IBM Cognos to generate actionable insights from complex data sets, empowering data-driven decision-making for the MFA assessment team.
- Played a key role in the development and deployment of an internal inventory application via Jira stories, improving overall operational efficiency and enhancing the organization's ability to respond to security incidents effectively.

### Network Analyst & IT Support Specialist

Oct 2020 – January 2023

Pathways Youth & Family Services - San Antonio, TX

- Notable projects completed: Implementing Cisco Umbrella content and geo-filtering, implementing RADIUS authentication with Active Directory, moved all users to the Vonage Business Communications VoIP system, implemented network segmentation through VLANs for on-site guest networks, and implemented site-to-site VPNs with Cisco Firepower 1010 firewalls in a mesh-grid.
- Provided on-call support for all issues, maintained site backups via Synology NAS and PowerShell scripting, regularly tested MTTR for on-premise and off-premise servers, and developed PowerShell scripts to resolve multiple issues, regularly updated company website's HTML/CSS, and maintained the network for multiple special-needs childcare facilities.
- Developed the IT security training curriculum for our employees, as well as created a new knowledge base for IT technicians.
- Assisted with PC and laptop repair, mainly HP devices, resolved issues with cloud products used by the company, including the full Google Workspace Suite, assisted with the maintenance of a BYOD mobile device system and the issues revolving around Vonage Business VoIP and Gmail clients on both iPhone and Android devices.
- Supported and maintained 13 office locations and network infrastructure, including Netgear switches, Cisco ASA/Firepower 1010 firewalls, Windows 2012, 2016, 2019, and 2022 Servers, and Ubiquiti Unifi and Cisco Meraki access points.
- Installed IP camera systems and wireless solutions in multiple locations, saving company ~4% of its yearly expenditures in costs for potential contractor work.

### Help Desk & Desktop Support Technician

Jul 2018 – Sep 2020

Daemon Systems, LLC - San Antonio, TX

- Managed IT equipment inventory, roughly 200+ laptops for one company.
- Diagnosed and resolved both hardware and software issues, as an MSP technician.
- Researched and implemented wireless presentation prototypes for use by executives.
- Performed duties with the upgrade, replacement, maintenance, repair, and installation of laptops and desktops.
- Created a developing knowledge base of common user issues, descriptions, and resolutions.
- Performed scans on PCs ensuring network devices are 100% compliant with latest security patches.
- Troubleshoot Windows 10, 7, and XP and Data backup, restore, and wipe and reload of Windows distros.
- Diagnosed and resolved both hardware and software issues, as an MSP technician and server backup verification

### IT Intern – Desktop Support

Aug 2017 – Dec 2017

SWBC – San Antonio, TX

- Worked with PBX Phone systems, VOIP phone systems.
- Used Active Directory to set up user profiles on the domain and exchange servers.
- Tasked with completing a large backlog of MACD/EMAC tickets and active Directory administration.
- Experienced with SCCM (System Center 2012 R2 Configuration Manager) Admin and VMware vSphere Client.

## CORE COMPETENCIES

Cyber Security	TCP/IP Configurations	Hardware Repair and Configuration
Network Structure & Maintenance	Windows & Linux Server Administration	PowerShell Scripting for Automati

## EDUCATION

**Bachelor's in Management Information Systems (Graduated)**

Texas A&M University-Corpus Christi

**Master's in Cybersecurity and Information Assurance (2024 Expected Graduation)**

Western Governors University

**Completed CompTIA Security+ Certification**

**Actively Pursuing Microsoft's AZ-104 Certification**