

HELP DESK TECHNICIAN I

Objective

Recent cybersecurity graduate with about two years of hands-on experience as a Help Desk Technician I and a strong background in customer service. Adept at troubleshooting, network security, and providing technical support to end users. Eager to apply technical knowledge with clear communication and attention to detail into a dedicated security operation role.

Experience

Mid-size MSP – Anaheim, CA

Help Desk Technician I

Jul 2023 - Present

- Performed onsite and remote technical support to end-users, diagnosing and resolving hardware, software, and connectivity issues across Windows environments.
- Monitored network security for client environments using Microsoft Defender and Trend Micro Antivirus, identifying and escalating potential threats in real-time.
- Participated in patch management cycles, deploying security and system updates across endpoints via Datto RMM and ScreenConnect, minimizing vulnerabilities and ensuring system compliance.
- Maintained detailed documentation of network infrastructure, hardware assets, and troubleshooting procedures in the Confluence team knowledgebase.
- Supported user account management through the Microsoft Admin 365 portal and Active Directory, including account creation, password resets, and group policy management.
- Assisted in configuring workstations, printers, and basic network setups for clients.
- Collaborated with senior IT staff on escalating incidents and root cause analysis for recurring technical issues.
- Resolved over 250 service tickets using Autotask, consistently meeting monthly company goals and maintaining high client satisfaction.
- Collaborated monthly with Third- Party Cybersecurity personnel to review audit results regarding account vulnerabilities.
- Educated end-users on basic security practices and implemented multi-factor authentication (MFA) where applicable to enhance account protection.

E-commerce Company – Corona, CA

E-commerce Associate / In-Store Shopper

Jun 2022 – Jun 2023

- Accurately fulfilled online grocery orders for store pickup and delivery, ensuring customer specifications and quality standards were consistently met.
- Coordinated with store and 3rd party delivery associates to simplify order preparation and ensure timely, error-free fulfillment.
- Managed multiple orders efficiently in a fast-paced environment, maintaining high attention to detail and organizational skills.
- Adapted to last-minute order changes and customer requests, assisting with the overall customer satisfaction.

Retail Company – Corona, CA

Sales Floor Associate / E-commerce Associate

Aug 2019 – May 2022

- Provided customer service across multiple departments, including women's, juniors, shoes, and men's, assisting customers with product selection and inquiries.
- Performed e-commerce operations including "Buy Online, Pick Up In Store" (BOPUS) and Ship to Store orders, ensuring timely and accurate order fulfillment.
- Coordinated with store management and stockroom associates to resolve inventory discrepancies and maintain stock accuracy.
- Maintained organized displays and ensured department cleanliness, assisting with overall customer satisfaction and store efficiency.
- Supported store operations during peak sales periods and special promotions, managing high customer traffic efficiently while maintaining excellent service quality.

Education

California State University, San Bernardino, BS Cybersecurity

August 2023 – May 2025

- Relevant Coursework: Network Security, Ethical Hacking, Security Operations, Digital Forensics, Project Management
- Capstone: Designed and defended a network infrastructure using a virtual environment, which included developing a system security plan, conducting a risk assessment, and performing a penetration test with documented results.
- Dean's List 2023-2025
- Cum Laude, GPA 3.7

Riverside City College, AS Cybersecurity

August 2021 – June 2023

- Gained hands-on experience in Linux, Windows Server, and Cisco networking environments.
- Completed coursework in digital forensics, system hardening, and Linux scripting basics.

Riverside City College, CE Information Technology

August 2019 – June 2021

- Studied IT essentials including hardware configuration, software support, and networking basics
- Developed foundational skills in troubleshooting, customer service, and end-user support.

Skills & abilities

- Software & Hardware Troubleshooting
- Ticket Management (Autotask PSA)
- Endpoint Protection: Microsoft Defender, Trend Micro
- Patch Management & RMM Tools: Datto RMM, ScreenConnect
- Networking: TCP/IP, DNS, DHCP, VPN, Firewalls
- Operating Systems: Windows 10/11, Windows Server, Linux (Ubuntu, Kali)
- Virtual Environments: VirtualBox, VMware
- Documentation & Collaboration: Confluence, Microsoft 365

Certifications

- RHA 124 – Red Hat System Administration I Completed - May 2025
- CompTIA Security + Expected - August 2025