

# Reynaldo Perez

reynaldo.perez@wilkes.edu ❖ (570) 606-6266 ❖ Wilkes-Barre, PA 18702

## EDUCATION

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**Wilkes University** **05/2022**  
**Bachelor of Arts in Business Administration**

**Luzerne County Community College** **12/2024**  
**Associate of Science in Computer Information Systems**

**Springboard Cybersecurity Bootcamp** **10/2024**  
**Cyber Security Analyst Apprentice**

## WORK EXPERIENCE

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**Fire Control Specialist** **05/2018 – Present**  
*Kingston Armory, Wilkes-Barre, PA*

- **System Troubleshooting and Maintenance:** Diagnosed and resolved complex technical issues related to military fire control systems, ensuring the accuracy and reliability of communications between networked systems under high-pressure conditions.
- **Network and Communication Systems Management:** Managed and maintained secure communication networks, ensuring seamless connectivity between multiple military systems, which was critical for the successful execution of operations.
- **Technical Support and Training:** Provided hands-on technical support to team members, guiding them through system configurations, software updates, and troubleshooting procedures, leading to a 15% reduction in system downtime.
- **Operational Efficiency:** Streamlined system operations by implementing best practices for network management and communication protocols, improving the overall efficiency and reliability of the unit's technology infrastructure.
- **Collaboration and Coordination:** Worked closely with other military units and IT personnel to integrate and synchronize various communication systems, ensuring cohesive and effective mission execution.

**Help Desk Specialist** **12/2022 – 07/2023**  
*Chewy, Wilkes-Barre, PA*

- **Ticketing System Management:** Utilized HR ticketing systems to log, track, and resolve employee inquiries, ensuring timely and accurate responses. Managed an average of 50+ tickets daily, demonstrating strong problem-solving skills and the ability to prioritize tasks effectively.
- **Technical Support:** Provided first-level technical support for HR-related systems, including troubleshooting access issues, resetting passwords, and guiding users through system navigation, leading to a 30% decrease in ticket resolution time.
- **System Administration:** Assisted in the administration of HR software, including user account setup, permission management, and system updates, which improved overall system functionality and user satisfaction.
- **Documentation and Knowledge Base Management:** Developed and maintained a comprehensive knowledge base for common issues and resolutions, reducing the number of repeat tickets by 20% and enhancing team efficiency.
- **Collaboration and Communication:** Worked closely with IT teams to escalate and resolve complex technical issues, ensuring minimal disruption to business operations and maintaining a high level of

service quality.

## IT Support Specialist

08/2020 - 05/2022

*Wilkes University, Wilkes-Barre, PA*

- **Technical Support:** Provided first-line technical support for faculty, staff, and students, resolving hardware, software, and network-related issues, which led to a 25% improvement in issue resolution time.
- **Ticketing System Management:** Utilized an IT ticketing system to log, track, and resolve over 40 technical support requests daily, ensuring efficient problem-solving and adherence to SLAs.
- **System Administration:** Assisted with system setup, configuration, and administration, including network configurations, account setups, and system updates, which enhanced the performance and security of IT resources.
- **Network Troubleshooting:** Diagnosed and resolved network connectivity issues, reducing downtime and increasing network reliability for campus-wide systems.
- **Documentation and Knowledge Base Management:** Developed and updated documentation for common technical procedures, contributing to a 15% reduction in repeat technical requests.

## Resident Assistant

08/2019 – 05/2021

*Wilkes University, Wilkes-Barre, PA*

- **Leadership and Team Management:** Supervised and supported a community of 50+ students, fostering a positive living environment by addressing concerns, mediating conflicts, and providing guidance on academic and personal issues. Demonstrated strong leadership and decision-making skills in high-pressure situations.
- **Problem Resolution:** Acted as the first point of contact for residents' technical and non-technical issues, efficiently identifying and resolving concerns ranging from internet connectivity problems to dormitory maintenance requests, ensuring minimal disruption to student life.
- **Soft Skills Development:** Enhanced communication and interpersonal skills by regularly conducting one-on-one meetings, organizing community events, and facilitating workshops, which improved student engagement and overall community satisfaction.
- **Crisis Management:** Responded to emergencies, including medical situations and security incidents, coordinating with university officials and law enforcement to ensure student safety and compliance with university policies.

## CERTIFICATIONS

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### CompTIA Security+ (Sec+)

*Issued: 09/2024*

### Mastercard Cybersecurity Completion Certificate

*Issued: 08/2024*

## SKILLS

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Technical Support, Troubleshooting, Ticketing Systems, System Administration, Network Management, Communication Skills, Problem Resolution, Crisis Management, Documentation, Incident Response, Threat Analysis, Security Monitoring, Log Analysis, Vulnerability Assessment, Firewall Management, SIEM Tools, Endpoint Security, Malware Detection, Cybersecurity Awareness, Java, Python, SQL, C++

## SUMMARY

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Dedicated IT professional with a degree in Information Systems and specialized training from Springboard's Cyber Security Bootcamp. Experienced in technical support, network management, and security operations, with CompTIA Security+ certification. Skilled in troubleshooting, secure communication, and incident response, ready to support IT and SOC analyst roles