**Joey R. Ledezma**

**IT Support Specialist | Cybersecurity Analyst | SOC Analyst Candidate**
**Grant, Michigan • Joeytechnology20@gmail.com • (469) 543-3396**
**Portfolio: Sithbusiness.com**

## PROFESSIONAL SUMMARY

Disciplined cybersecurity graduate with hands-on experience in penetration testing, network defense, Windows Server administration, and security monitoring within enterprise lab environments. Background in technical support and infrastructure troubleshooting through Geek Squad combined with formal cybersecurity education. Experience working with security tools, virtualization environments, and Defense-in-Depth security concepts including incident response, log analysis, and alert monitoring. Seeking an entry-level SOC Analyst, IT Support Specialist, or Cybersecurity Analyst role where technical troubleshooting experience and cybersecurity training can support infrastructure stability and security operations.

## CERTIFICATIONS

CompTIA Network+ (Scheduled 2026)

## TECHNICAL SKILLS

Strong technical foundation across cybersecurity operations, networking, and systems administration. Hands-on experience with penetration testing tools including Kali Linux, Metasploit, Nmap, and Wireshark. Knowledge of vulnerability assessment, network hardening, incident response fundamentals, and security monitoring practices.

Networking experience includes TCP/IP, LAN/WAN infrastructure, VPN concepts, Windows Server administration, Active Directory, DNS, DHCP, firewall concepts, IDS/IPS fundamentals, and sub-netting. Experience includes hands-on IoT networking projects and troubleshooting enterprise-style virtual environments.

Programming and automation experience includes Python, Bash, and PowerShell scripting with foundational knowledge of C++, Java, and SQL. Experience working within secure scripting environments and debugging within cybersecurity tool chains.

Cloud and virtualization exposure includes AWS, Azure fundamentals, VMware virtualization, Docker containerization, and cloud identity and encryption fundamentals.

IT support experience includes Windows and Linux operating system support, hardware diagnostics, software deployment, ITIL service workflow exposure, and customer technical support in residential environments.

Technical documentation experience includes SOP development, infrastructure documentation, security documentation, and technical proposal writing.

## SECURITY TOOLS

Kali Linux • Metasploit • Nmap • Wireshark • Windows Event Viewer • Active Directory • VMware • VirtualBox • Docker

## CORE COMPETENCIES

Security Operations • Incident Response • Vulnerability Assessment • Network Security • Threat Detection • Log Analysis • SIEM Fundamentals • Defense-in-Depth Security Architecture • CIA Triad Principles • NIST Cybersecurity Framework • Windows Security • Active Directory • TCP/IP Networking • Technical Troubleshooting

## PROFESSIONAL EXPERIENCE

**Geek Squad Agent – Best Buy** **September 2017 – May 2021**

Provided technical support involving installation, configuration, and troubleshooting of home networks, operating systems, and connected devices. Supported approximately 8 - 12 clients daily resolving hardware and connectivity issues while educating customers on password safety and basic cybersecurity practices. Maintained confidentiality while working with customer systems and personal data and improved device performance through diagnostics and repair.

**Customer Support Agent – 24-7 Intouch (Netflix Support)** **September 2016 – July 2017**

**Supported 40–50 customer cases daily, authentication issues, and device access troubleshooting while handling sensitive customer information according to privacy standards. Provided technical support related to account security and device management while maintaining customer satisfaction.**

**Second Shift Lead Logistics – Halliburton** **March 2014 – August 2016**

**Coordinated logistics operations in a high-risk industrial environment while enforcing SOP compliance and safety standards. Maintained confidential documentation for up to 5 full trailers a day, and managed inventory operations while developing strong operational discipline and procedural compliance habits transferable to security environments.**

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## PROFESSIONAL DEVELOPMENT

**Cybersecurity Graduate Student / Security Lab Practitioner**
**DeVry University: May 2021 – Present**

**Focused on cybersecurity education while advancing technical skills through hands-on lab development, enterprise environment simulations, and security operations preparation. Developed practical experience in network defense, system administration, and security monitoring while preparing for transition into IT and cybersecurity roles.**

- **Developed enterprise-style virtual lab environments using Windows 10/11, Windows Server 2016/2022, and Linux systems**
- **Built and managed Active Directory domains including users, groups, permissions, and Group Policy configurations**
- **Utilized virtualization platforms including VMware and VirtualBox for network simulation and security testing**
- **Practiced system hardening, log analysis, and basic incident response procedures in controlled lab environments**

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## CYBERSECURITY PROJECTS

**Developed a Red Team/Blue Team cybersecurity lab simulating enterprise attack scenarios using Windows Server 2022, Active Directory, Kali Linux, and virtualization tools. Practiced defensive monitoring techniques, log analysis, and incident response workflows aligned with NIST cybersecurity framework principles and CIA Triad (Confidentiality, Integrity, Availability) security concepts**

**Developed AI security testing environments using Docker containerization to create isolated environments for experimentation with cybersecurity workflows and automation concepts.**

**Built a cybersecurity portfolio website to document technical growth and projects while transitioning from Wix to a custom HTML implementation. Also worked on AI content moderation and Discord security bot administration related to online community protection.**

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## EDUCATION

**Master of Science in Cybersecurity (In Progress)**
**DeVry University**
**Expected Graduation: February 2027**

**Bachelor of Science in Information Technology & Networking**
**Cybersecurity Concentration**
**DeVry University**
**Graduated August 2025 Summa Cum Laude**

**Associate of Science in Information Technology & Networking**
**DeVry University**
**Graduated December 2023 with Honors**

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## VOLUNTEER & LEADERSHIP

**Provided peer mentoring assisting cybersecurity students with coursework and technical concepts. Participated in environmental advocacy through community education efforts. Served as a JROTC platoon leader coordinating volunteer initiatives and leadership activities. Member of the National Society of Leadership and Success.**