

# Ozzie Rodriguez

📍 Ventnor City, New Jersey ✉ ozzieivan@outlook.com ☎ 609-665-7738 📱 in/ozzieivan 🌐 ozzierodriguez.tech

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## SUMMARY

Passionate about technology and security with hands-on experience in a home lab focused on threat hunting, incident response, pen-testing, and documentation. Continuously building IT and security skills through certifications, labs, SQL, Linux, and capture the flag events. Visit my website for detailed projects and documentation that showcases my passion and dedication to the craft.

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## EXPERIENCE

### IT Specialist

#### Spencer's

September 2024 - Present, Egg Harbor, New Jersey

- Resolved 95% of PC-related issues on first contact, including software bugs and hardware malfunctions, ensuring minimal downtime.
- Repaired and maintained over 150+ devices per month, including routers, PCs, and peripherals, reducing downtime by 30% across retail operations.
- Handled 20+ field emergencies per month after business hours, accurately assessing issues and escalating critical problems, ensuring 100% operational continuity during emergencies.
- Monitored network performance for 50+ stores, reporting outages and network changes, which helped reduce network downtime by 15%.
- Implemented network security measures, resulting in a 50% decrease in unauthorized access incidents by deploying firewalls, intrusion detection systems, and regular security audits.
- Implemented and managed security protocols for a network of 200+ devices, reducing security breaches by 50% through routine audits and user training on cybersecurity best practices.

### Lead Customer Service Associate

#### Walgreens Boots Alliance

June 2019 - August 2024, Ventnor City, NJ

- Greet and provide an enjoyable shopping experience for all customers.
- Directed a team of 15 associates, achieving a 25% increase in customer satisfaction scores by implementing comprehensive training programs and streamlined communication protocols.
- Improved customer satisfaction by 25% through personalized interactions and efficient handling of queries and concerns using CRM software, ensuring a seamless customer experience.
- Directed a team of 15 customer service representatives, implementing new training programs and quality assurance protocols that improved customer satisfaction scores by 25% within six months.

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## PROJECTS

### Home Lab - IT Helpdesk Ticketing System

Self • [ozzierodriguez.tech/?project=self-hosted-ticketing-system](https://ozzierodriguez.tech/?project=self-hosted-ticketing-system)

- Provided hands-on experience with hardware and software components, wireless configurations, and internet connectivity. Document troubleshooting steps and solutions for future reference. Demonstrated practical insights into troubleshooting, incident response, and customer support. Use remote diagnostic and maintenance tools to resolve issues when appropriate.

### Home Lab - Wazuh Security Information and Event Management Tool

Self • [ozzierodriguez.tech/?project=security-information-event-management-siem-environment](https://ozzierodriguez.tech/?project=security-information-event-management-siem-environment)

- Deployed Wazuh, an open-source SIEM tool, via Linode Marketplace to enhance cybersecurity monitoring, threat detection, and regulatory compliance (e.g., HIPAA). Configured secure email settings, sudo user restrictions, and SSL certificates for a tailored and secure setup. Managed account credentials, including password retrieval from hidden files, and analyzed vulnerabilities on the virtual machine, resolving security issues.

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## EDUCATION

### Bachelor of Science in Computer Information Systems

Stockton University • Galloway, NJ • 2024

• 2019-2024 Dean's List

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## CERTIFICATIONS

### CompTIA Security+

### Google Cybersecurity Professional Certificate

### CCNA Cisco Certificate Network Associate

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## SKILLS

SQL, Linux systems, Scripting languages (Python, Bash), Java, Helpdesk, SIEM Tools, Linux Command Line, Security Hardening, Security Framework & Controls, Incident Response, Threats, risks, & vulnerabilities, WordPress, Spanish, Project Management, Team Management, Communication, Windows, Linux, VirtualBox, Networking, Software Troubleshooting, Hardware Troubleshooting.