Ozzie Rodriguez

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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 fordetailedprojects and documentation that showcases my passion and dedication to the craft.

EXPERIENCE

IT Support Specialist
Spencer's   September 2024 - Present, Egg Harbor Township, NJ
· Provided first-level support for internal corporate office systems and second-level support for retail POS systems, diagnosing and resolving hardware and software issues.
· Assessed and responded to field emergencies and operational issues after business hours, coordinating with contractors and escalating incidents when necessary.
· Troubleshot and repaired various hardware components including routers, access points, switches, PCs, receipt printers, barcode scanners, and other peripherals.
· Monitored and supported the performance of store WAN equipment, assisting the WAN team in identifying and resolving connectivity issues.
· Oversaw daily data polling operations, scheduling and controlling the processing, transmission, and retrieval of store data to ensure continuity.
· Kept detailed records of maintenance actions, network performance metrics, and incident resolutions through tickets to improve future troubleshooting efficiency.

Lead Customer Service Associate
Walgreens Boots Alliance   June 2019 - August 2024, Ventnor City, NJ
· Greet and provide an enjoyable shopping experience for all customers.
· Improved customer satisfaction by 25% through personalized interactions and efficient handling of queries and concerns, ensuring a seamless customer experience.

PROJECT

Home Lab - IT Helpdesk Ticketing System
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. Used remote diagnostic and maintenance tools to resolve issues when appropriate.

Home Lab — Wazuh Security Information and Event Management Tool
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.

EDUCATION

Bachelor of Science in Computer Information Systems
Stockton University · Galloway, NJ · 2024 · 3.5

CERTIFICATIONS

CompTIA Security+

Google Cybersecurity Professional Certificate

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, Active Directory, Spanish, Project Management, Team Management, Communication, Windows, Linux, VirtualBox, Networking, Software Troubleshooting, Hardware Troubleshooting