VINCENT J. LOPEZ

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OBJECTIVE

To advance my career with a leading organization that will utilize my extensive cybersecurity and information technology knowledge while also allowing me to develop further as a professional

Proven talent for aligning project objectives with established and emerging technical paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused leader with expertise spanning cybersecurity, IT support, technology solutions, digital forensics, workflow optimization, system administration, programming, software installation, and client relationship management. Technical expert with keen interpersonal, communications, and resource allocation expertise.

PROFESSIONAL EXPERIENCE

SMART COMPUTING, NOV 2022 TO MARCH 2023
Junior Systems Engineer
- Provided hands-on troubleshooting, maintenance, repair, modification of existing computer systems.
- Independently installed, supported, maintained and modified existing vendor-supplied operating systems such as Windows, Mac and Linux, vendor-supplied patches and new software, common and uncommon applications.
- Interprets and provided computing and cybersecurity compliance guidance.
- Recommended utilization of existing software in the incorporation of software projects to reduce redundancy of code and increase overall efficiency.

TIER 1 CONSULTING GROUP, FEB 2022 TO OCT 2022
Junior Programming Analyst
- Installs troubleshoot systems.
- Develops and maintains applications and databases by evaluating client needs, analyzing requirements, and developing software systems.
- Identifies requirements by establishing personal rapport with potential and actual clients.
- Programs the computer by encoding and adding project requirements in computer language.
- Maintains the company website.
- Confirms program operation by conducting tests.
- Arranges project requirements in programming sequence by analyzing requirements.
- Maintains professional and technical knowledge by attending educational workshops.
- Keeps equipment operational by calling for repairs and following manufacturer's instructions.

TEK SYSTEMS, FEB 2021 TO OCT 2021
HELP DESK
- Coordinated an extensive ticket queue to ensure effective communication and fulfill commitments; assisted 100 clients daily with a wide range of issues.
- Liaised with technology staff to proactively report and resolve issues including password resets, account modifications, VPN connectivity issues, software driver, installation and implementation of software, hardware configuration, cybersecurity issues involving malware and whale attacks as well as provide mentoring to users with specific business software and hardware.
- Oversaw the configuration, deployment and maintenance of computer workstations, laptops, printers, mobile devices, and other essential technical equipment.
- Led troubleshooting and diagnosis of network connectivity issues, VPNs, and hardware specific issues.
- Directed installation of software packages including networking components and office applications.

- Maintained a friendly and professional demeanor within a fast-paced customer service environment.
- Provided clients with in-depth consultations in order to fully understand their issues, and follow up to ensure effective problem resolution and satisfaction.

MARYLAND OFFICE OF PUBLIC DEFENDER, AUG 2020 TO JAN 2021
SERVICE DESK ANALYST INTERN
- Addressed agency staff requests and inquiries by performing troubleshooting and problem resolution on computers, agency-managed mobile devices, printers, and other peripheral devices.
- Administered diagnostic techniques to proactively discover, troubleshoot, and resolve issues; examined Windows crash logs via a trial-and-error approach; started software or computer in Safe Mode, and utilized certain Windows software tools such as Performance Monitor, Resource Monitor, Disk Management and terminal commands like ping, traceroute, ipcongif, ifconfig, nslookup, whois and netstat.
- Supported the execution and implementation of technology infrastructure projects; installed, implemented and configured new software and hardware, including network servers, user computers, business software tools, and printers and scanners at multiple sites throughout Maryland.
- Cultivated lasting professional connections and participated in frequent opportunities for professional mentorship, growth, and development.
- Served as the primary point of contact for technical inquiries, addressing issues as needed.

TECHNICAL SKILLS

- **Programming Languages:** Java, CSS, HTML, PHP, JavaScript, AJAX, Mongoose, React, Typescript, Android
- **Digital Forensics:** Sleuth Kit for of tasks: EXIF data analysis, web artifacts, email analysis, sort by file type, HASH values, timeline analysis, multi-user case, Magnet Axiom.
- **Data Sciences:** Used software such as Microsoft Excel, Microsoft Access, and Java to analyze large datasets and providing data-driven insights.
- **Cloud Computing:** Experience with cloud computing programs such as Dropbox, AWS, Box, and shared network folders used in workplace infrastructure.
- **Web Development:** Create search page database using JavaScript, PHP, CSS, HTML, SQL that allows users to search for items.
- **Server and Network Management:** Workgroup, registry, disk administration, creation of users, groups and network security features, and WAN and LAN management.
- **Intrusion Detection and Penetration Testing:** Ability to monitor network for threats using programs like Wireshark, Nmap, Metasploit and Nessus for packet analysis, port and vulnerability scanning.
- **Systems Administration:** Ability to support for implementation, troubleshooting and maintenance of information systems.
- **Other Technical Skills:** Github, Microsoft Office, Linux/Unix, VMWare, Windows Server 2012/2016 and Microsoft Exchange

EDUCATION AND CREDENTIALS

BACHELOR OF BUSINESS TECHNOLOGY APPLICATIONS, MAY 2020
University of Maryland, Baltimore County

ASSOCIATE OF APPLIED SCIENCE IN INFORMATION ASSURANCE, CYBERSECURITY, AND DIGITAL FORENSICS, DEC 2020
Anne Arundel Community College, Arnold, MD

CERTIFICATIONS:
MCFE Certified Forensic Examiner, Dec 2020
DC3/DACCA Digital Media Collector Certificate, Dec 2020

DC3/DACCA Digital Forensics Examiner Certificate, Dec 2020

AFFILIATIONS

- Phi Theta Kappa Honor Society, Anne Arundel Community College, Arnold, MD, Dec 2020
- Chi Alpha Epsilon Honor Society, Anne Arundel Community College, Arnold, MD, Dec 2020
- Magna Cum Laude, University of Maryland, Baltimore County, May 2020

ADDITIONAL INFORMATION

Interests: Ice hockey, bowling, golf, photography, literature, movies, tennis, and traveling