EMANUEL DE LA CRUZ

Atlanta, GA | (678) 617-3752 | emanueldlc3@gmail.com | www.linkedin.com/in/emanuel-delacruz

PERSONAL SUMMARY

Experienced Cloud Operations and IT professional with expertise in system administration, incident management, and troubleshooting in diverse IT environments. Skilled in ensuring system performance, managing incidents, and collaborating with teams to maintain optimal system operations. Strong foundation in network uptime monitoring, and virtual machine environments.

CERTIFICATIONS AND SKILLS

Certifications: CompTIA A+, **CompTIA Security+,** Cisco CyberOps Associate, Google Data Analytics, CEH course scheduled for January **Active Secret Clearance.**

Technical Skills:

- **Cybersecurity:** Vulnerability Assessment, Network Security, Risk Management
- **Deployment & Scripting:** Java, SQL, C#, HTML, Bash/Shell Scripting, Python.
- **Incident Management:** Efficient in recognizing, prioritizing, and tracking incidents.
- **Operating Systems & Tools:** Linux, Azure, SIEMs, MS Office, Google Suite, Jira, SAP, SharePoint, MS Teams.
- **Documentation**: Strong documentation skills, inclusive of incident reports, trouble-ticketing, and shared-drive management.

EDUCATION

Bachelors in Information Systems – University of North Georgia, Dahlonega, GA   **Aug 2022**
Gained proficiency in Java, SQL, C#, HTML, and R. Enhanced understanding of security protocols and network administration.

Cybersecurity System Administration Bootcamp – Purdue University, *Remote*   **April 2024**
Mastered cybersecurity infrastructure development and protection. Developed cybersecurity plans and identified threats.

EXPERIENCE

Vensure Employer Services | Duluth, GA
Desktop Support Technician / Acting IT Office Manager   **Aug 2023 – Present**

- Efficiently recognized, prioritized, and tracked incidents ensuring timely resolutions.
- Documented all actions in alignment with company policies and used ticketing systems for issue tracking within SLA requirements.
- Collaborated with internal teams to provide status updates and notifications for service-impacting events.

Divergence Academy | Addison, TX
Cybersecurity Analyst Intern   **Jan 2023 – May 2023**

- Led the transformation of network infrastructure and security, integrating systems using virtual machine environments.
- Spearheaded vulnerability assessments and remediated potential threats, ensuring system performance and security.

Georgia Army National Guard | LaGrange, GA
Staff Sergeant   **Jun 2009 – Present**

- Managed 40 soldiers across several hospitals in an Emergency Room environment while coordinating with the Emergency Preparedness manager at Georgia Hospitals during the Covid-19 pandemic.
- Demonstrated leadership by supervising the operation of various equipment and vehicles valued at over $5,750,000.

Mars-Wrigley | Flowery Branch, GA
Quality Conformance Coordinator   **May 2019 – Aug 2023**

- Ensured that the company follows customer and third-party audits and requirements, such as keeping up with federal, state, and customs laws and regulations, current GMP (General Manufacturing Practices), and HACCP (Hazard Analysis Critical Control Points) regulations.

Technologist of Quality Systems   **Oct 2017 – May 2019**

- Acted as a key user of Nexus, ETQ Reliance, SharePoint, MS Teams, and SAP systems to effectively manage elements of the quality management systems.

PROJECTS

Website Development – Developed a personal website to display projects
Database Creation – Designed and deployed a relational database for a business and secured it against SQL Injection attacks using Input Validation -
Creating a Network from Scratch – Established a local network, configured routers, switches, and firewalls. Implemented network segmentation, and conducted penetration tests and vulnerability assessments.
Configured an Intrusion Detection System – Monitored incidents in real time and disabled a rule that identified ping packets based on the specified SID.