

Arsenio Brown

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SUMMARY - Results-driven Cybersecurity Analyst and Military Veteran with a strong track record of attention to detail, exceptional written and interpersonal skills, and a passion for problem-solving and critical thinking. Recognized as a subject matter expert in customer service, technical support, and leadership. Proven experience in conducting iPhone repairs and upgrades, customizing Apple devices, and upgrading laptop components. Possesses an extensive knowledge of the Windows desktop operating system, as well as proficiency in Gmail, Google Drive, Google Chrome, TCP/IP, Routers, Wireless Access Points (WAPs), and Wireless technologies.

SKILLS

- Cybersecurity Threat Detection and Response
- Incident Response and Malware Analysis
- Network Protocols and Operating Systems
- Technical Support and Troubleshooting
- Customer Service
- Organizational Management

EDUCATION & CERTIFICATIONS

Bachelor of Science, Computer Information Systems |
DeVry University | July 2023
Concentration | Cyber Security Programming
Security Guard | July 2020

CompTIA Network+ | Jan 2023
CompTIA Security+ | July 2023
CompTIA CYSA | (expected by Sept 2023)

WORK EXPERIENCE

Blog: <https://my-home-labs.com/>

Projects

Personal Home lab:

- Designed and built a virtualized environment using VMware and Proxmox to simulate complex network configurations and test various technologies.
- Configured VLANs and implemented firewall rules to enhance network security and isolation.
- Created a centralized storage solution using Unraid, providing efficient data storage and backup capabilities.
- Conducted a threat hunting lab in Proxmox using Security Onion, actively exploring network traffic and logs to identify potential security threats and anomalies.
- Collaborated with online cybersecurity communities, exchanging knowledge and staying updated on the latest trends and practices.

Equipment Tech, ClientSolv | Smyrna, GA | Sept 2019 – Sept 2022

- Provided technical support and installed software for end-users.
- Troubleshoot software and hardware issues to ensure quality support.
- Interconnected workstations and data networks using client management tools.

Barber, Finally Fresh Barbershop | Watertown, NY | Apr 2015 – Aug 2019

- Added IRR Scanner for improved client experience and increased customer base.
- Developed custom barber clippers for enhanced performance and customer comfort.
- Supervised trainees, ensuring adherence to shop protocols.
- Provided exceptional customer service via phone and in-person.
- Managed appointments and maintained client records.

Program Manager, United States Army | Fort Drum, NY | Jan 2012 – Apr 2015

- Supervised 2 departments, consisting of 150 personnel, successfully completing and evaluating full-service vehicles as well as recovered vehicles; managed records ensuring accuracy on all requirements.
- Dispersed tasks to team members in order to accomplish jobs at hand, made sure individuals were given opportunities in various schools to further careers.
- Conducted spot reports, recorded and relayed messages; performed immediate action upon receipt of senior leaders' critical information requirements and Essential Elements of Friendly Information (EEFI).