## Contact

TN
alvaradoisnoe@gmail.com

www.linkedin.com/in/alvaradonoe (LinkedIn)


## Top Skills

Python (Programming Language)
Git
DevOps

## Languages

Spanish (Native or Bilingual)
English (Professional Working)

## Certifications

CompTIA Advanced Security Practitioner (CASP)
MCSA 70-742: Identity with Windows Server 2016
A+ce
Lean Six Sigma White Belt

## Honors-Awards

Deans List
MAES Scholarship Recipient
MAES Officer of the Year
MAES Member of the Year
Distinguished Honor Graduate

# Noe Alvarado, CISSP

IT Professional
Moreno Valley, California, United States

## Summary


I am a seasoned IT professional with over a decade of experience in cybersecurity, IT leadership, system administration, and network management. My journey spans roles where I've led teams, streamlined IT processes, enhanced cybersecurity measures, and delivered innovative solutions that drive organizational success. Holding certifications such as CISSP, AWS Solutions Architect Associate, CASP+, and ITILv4, I bring both technical expertise and a commitment to continuous learning.


## Experience

### US Army

6 years 5 months

#### IT Supervisor

April 2024 - Present (2 years 5 months)
Fort Campbell, Tennessee, United States

I am responsible for maintaining, managing, and protecting the Army's IT infrastructure. Additionally, I lead and develop my team, ensuring they are trained, motivated, and equipped to meet their responsibilities effectively.

Achievements

• Led and managed a team of 3 to 7 IT and signal support professionals, ensuring the seamless operation of over 1,000 IT systems, endpoints, and LAN/WAN networks in a dynamic and fast-paced technological environment.
• Reduced imaging times by 50% by using advanced troubleshooting techniques to solve a critical imaging issue with Dell Laptops which translated to saved labor hours
• Collaborated with cybersecurity professionals using McAfee and Nessus vulnerability scanners to locate and remediate vulnerabilities in the organization's infrastructure which lowered risks to vulnerability exploitation
• Optimized training time and reduced redundant labor hours and costs associated with cyber security training for new members by advising and standardized cyber awareness training for new members to the organization

### Communications Security (COMSEC) Officer
December 2022 - July 2025 (2 years 8 months)
Fort Campbell, Tennessee, United States

As a United States Army COMSEC Manager, I am responsible for the management, distribution, and accountability of cryptographic materials used to secure Army communications. This includes overseeing the implementation of security protocols, ensure compliance with Army regulations and policies, and provide technical support and training to users on cryptographic equipment and systems.

Achievements:
• Managed secure communications equipment and classified material, ensuring compliance with all DISA STIG, NIST and NSA security protocols, which resulted in 100% accountability and zero security breaches.
• Trained and supervised 2 personnel on COMSEC handling procedures which improved operational effectiveness
• Improved business operations by updating the organization's business continuity, disaster recovery, and incident management books which assisted with compliance and risk audits
• Created and maintained documentation on the various COMSEC IT systems and equipment which improved troubleshooting efforts and root cause investigations

### Mobile Device Management (MDM) Specialist
September 2022 - July 2025 (2 years 11 months)
Fort Campbell, Tennessee, United States

I am responsible for overseeing the deployment, maintenance, and security of telecommunications systems and networks within the Army. I ensure reliable and secure communication capabilities and provide technical support and training to users on telecommunications equipment and systems.

Achievements:
• Streamlined device provisioning, reducing the process from weeks to days, improving operational efficiency which saved the organization time, labor, and at $100,000
• Developed and implemented standardized MDM procedures and documentation for configuration and troubleshooting, significantly improving system efficiency and reducing errors.
• Maintained accountability for all devices, ensuring no devices were lost while optimizing the asset management process for greater accuracy and security.

• Advised leadership on mobile device security risks and provided solutions to mitigate vulnerability and social engineering risks to the organization

### Information Systems Security Officer (ISSO)
May 2022 - July 2025 (3 years 3 months)
Fort Campbell, Tennessee, United States

As a U.S. Army Information Systems Security Officer (ISSO), I am dedicated to ensuring the security of critical information systems. My expertise lies in safeguarding sensitive data, implementing cybersecurity protocols, and promoting a secure operational environment within the Army.

Achievements:
• Led security operations for sensitive systems, ensuring compliance with strict NIST, NSA and DOD cybersecurity standards and safeguarding critical information from potential threats.
• Improved cybersecurity efforts through cyber security education, FAQ forums, and employee engagement which resulted in lower cyber incidents and improved cybersecurity audit reports
• Assisted with a new security initiative by planning, coordinating, and actioning the installation of the new Trellix antivirus package on 1000 Windows and Linux endpoints which improved security defense
• Improved risk mitigation through efforts such as regular system audits and risk assessments, identifying potential system weaknesses, and improving overall security posture within the subunits of the organization

### Systems Administrator
January 2021 - July 2025 (4 years 7 months)
Fort Campbell, Tennessee, United States

I am responsible for managing, securing, and distributing classified and unclassified information within the Army. I oversee the deployment and maintenance of information systems, networks, and software applications, and ensure compliance with Army regulations and policies.

Achievements:
• Led efforts to update knowledge base articles and IT systems documentation which decrease training requirements for new IT members
• Led the integration of Office 365 across 6 departments and 200 users which resulted in improved decision-making and operational effectiveness
• Oversaw the maintenance of critical IT systems in a heterogenous Microsoft Windows and Linux Environment which reduced downtime and ensuring optimal performance

• Managed system updates and patches of over 1000 endpoints thus ensuring the security and reliability of network infrastructure and reducing vulnerabilities to cyber threats
• Collaborated with leadership to assess and resolve IT challenges, delivering tailored solutions that aligned with operational objectives and improved system functionality
• Assisted partner organizations with updating Cisco IOS on various network routers and switches in 6 departments

### Unit Barracks Manager
January 2022 - March 2023 (1 year 3 months)
Fort Campbell, Tennessee, United States

The Army Barracks Manager plays a pivotal role in ensuring the efficient management and maintenance of barracks facilities, which serve as essential living quarters for military personnel. This multifaceted position requires a combination of administrative, logistical, and leadership skills to effectively oversee barracks operations and support the well-being of service members.

Key responsibilities of the Barracks Manager include:
• Facility Management: Supervising the day-to-day operations of barracks facilities, including cleanliness, repairs, and maintenance tasks to ensure optimal living conditions.
• Occupancy Coordination: Managing barracks assignments and room allocations for military personnel based on rank, unit assignments, and availability, while maintaining accurate occupancy records.
• Logistics Management: Maintaining inventory of furnishings, equipment, and supplies within barracks facilities, and coordinating distribution to service members as needed.
• Security Oversight: Implementing security measures and protocols to safeguard barracks facilities, personnel, and property, conducting regular security inspections to identify and address vulnerabilities.
• Community Engagement: Facilitating social activities, events, and programs to foster a sense of community and camaraderie among barracks occupants, promoting morale and well-being.

### Field Communications Supervisor
October 2021 - May 2022 (8 months)
Fort Campbell North, Kentucky, United States

Achievements:
• Installed, configured, and repaired communication equipment, ensuring continuous service, and minimizing system downtime

• Managed and maintained a wide range of communication technologies which included a blue force tracker derivative using Redhat Linux
• Coordinated with cross-functional teams to implement and maintain secure communication systems
• Standardized onboarding and offboarding procedures for new users which yielded hours of labor saved.

### Army MWR Funds Manager
April 2021 - December 2021 (9 months)
Fort Campbell, Tennessee, United States

The Army MWR (Morale, Welfare, and Recreation) Funds Manager is a key administrative position responsible for overseeing the financial management of MWR programs, ensuring the effective allocation and utilization of funds to support the morale and well-being of military personnel and their families. This role requires a blend of financial expertise, organizational skills, and interpersonal abilities to manage resources efficiently and effectively.

Key Responsibilities:
• Budget Development: Develop and maintain budgets for MWR programs, taking into account program needs and funding availability.
• Financial Planning: Plan and forecast financial requirements for various MWR activities and initiatives to support the overall mission of enhancing soldier and family readiness.
• Expenditure Tracking: Monitor expenditures and financial transactions to ensure compliance with established regulations and guidelines.
• Resource Allocation: Allocate funds to support a wide range of recreational activities, leisure services, and community events that contribute to the overall well-being and morale of military personnel and their families.
• Reporting: Prepare regular financial reports and presentations for leadership and stakeholders, providing insights into fund utilization and program effectiveness.
• Collaboration: Collaborate with program managers and other stakeholders to assess funding needs, identify priorities, and optimize resource allocation.
• Compliance: Ensure compliance with financial regulations, policies, and procedures governing MWR funds management, maintaining transparency and accountability.
• Financial Analysis: Conduct financial analysis and evaluation of MWR programs to identify areas for improvement and optimization.
• Training and Support: Provide guidance, training, and support to MWR staff on financial management practices and procedures.

### Information Technology Specialist
April 2020 - January 2021 (10 months)
Fort Campbell, Tennessee, United States

As an IT Specialist in the United States Army, I play a crucial role in ensuring the operational readiness and efficiency of military communication and information systems. This position demands a unique blend of technical proficiency, problem-solving skills, and a comprehensive understanding of military operations. My primary responsibility is to maintain, manage, and protect the Army's IT infrastructure, which is vital for mission success and overall operational effectiveness.

Key Responsibilities:
• Installs, operates and maintains computer systems and local area networks (LAN).
• Performs system administration (SA) and maintains computers and servers within the computing environment (CE) and the network environment (NE).
• Performs network administration (NA); installs, configures and maintains network equipment within the LAN.
• Installs, operates, and maintains commercial off the shelf (COTS) equipment (i.e. routers, switches, desktop and laptop computers).
• Provides direct support for Information Dissemination and Content Staging.
• Performs Network Operations (NETOPS) Service Desk Management, which includes incident and problem processing, change request processing, availability management and user interaction.
• Assists in the planning, configuration, management, and monitoring of the wide area network (WAN).

## Synoptek
### IT Engineer
April 2019 - March 2020 (1 year)

My role is to support, improve, and secure existing IT services for my contracted client – City of Fullerton that has +1000 users.

Achievements:
• Led the project for PCI-DSS compliance to improve security posture
• Led documentation and quality assurance QA processes to improve workflows, security configuration baselines, and user satisfaction with IT services

• Reinventing “Do more with less” – contributing and implementing new ideas and workflows to improve IT efficiency, improve team multi-tasking capabilities, lower capital costs, and increase user satisfaction
• Meeting with management to recommend suggestions for security best practices, reporting on security incidents, and current security posture
• Assisting with a data disclosure security incident through 1st line support,
• analyze possible attack vector, and notifying stakeholders in meetings
• Wrote technical articles for knowledge base sharing within my team
• Analyzed email based threats like headers, and the origin server to block and monitor spoofed emails from enemy actors
• Utilized network monitoring,backup, and analysis tools to analyze potential threats and support security monitoring efforts (Wireshark, Nmap, tracert, Symantec, SolarWinds, Veeam)
• Monitor network traffic, Nessus Scan, host security event logs, Firewall logs, OC agency warnings, and Active Directory events to investigate intrusion attempts, and determine the corrective actions or escalate these incidents
• Proactively enrolled in Splunk core user course to learn the Splunk SIEM system
• Supported network intrusion detection and correction efforts to contain the largest data disclosure in city history
• Communicate with vendors on agreed service levels to ensure timely patches of desktop, phone, IP phones, servers, routers, switches, and firewalls

## Freelance

### Full-stack Developer

May 2016 - May 2019 (3 years 1 month)

Desktop, network, cloud, security support to residential clients and small business.

Achievements:
• Configured and supported a virtualization host for a residential customer
• Provisioned and supported a small retail sales business
• Improving security posture and provided user security awareness training to over 50 residential customers
• Monitored residential client network logs, host logs, and host event logs for intrusion attempts.
• Research best practices for security baselines and troubleshooting operations procedures of retail sales systems
• designed user security awareness training and operational security procedures to over 50 residential customers

### St. John Knits
Desktop Administrator
July 2017 - February 2019 (1 year 8 months)

Tier 1 & 2 support at corporate HQ that provided desktop, network, security, and cloud support to 2000 users and 50 remote sites in the U.S, Europe, Asia, Mexico, and Canada.

Achievements:
• Improved payment security by 100% through the chip and pin enterprise rollout that enforced CIA principles and complied with PCI-DSS.
• Increased company security by 50% and decreased phishing attacks by 20% through the implementation of multi-factor authentication by using Duo Mobile. wrote user and technical support documentation for Duo.
• Decreased threats by 30% by creating material for the companywide cybersecurity awareness month and recommending CIS benchmarks.
• Promoted an environment of collaboration and accountability through team member meetings, member recommended training and support for new projects that improve the customer experience.
• Utilized VPN, monitored Nagios, Meraki NetFlow logs, monitored Active Directory security events and inspected Firewall logs for suspicious activity.
• Decreased phishing attacks by 20% via Cybersecurity Awareness Month, designing and documenting procedures to improve response to suspicious security activity, reporting malicious activity and tracking security/phishing incidents, reviewing security implications of Duo Mobile integration, analyze impact to security operations due to Chip and Pin integration.
• Documented events and activities of a security intrusion attempt and informed leadership and stakeholders of recommendations to solve the issue.

### First American Financial Corporation
Network Engineering Intern
May 2016 - August 2016 (4 months)

During my internship, I worked closely with senior network engineers to deploy and maintain network systems. I assisted in configuring switches, routers, and firewalls, and ensured the network infrastructure was running smoothly. I also gained experience in monitoring network performance and troubleshooting issues. I utilized tools such as Wireshark, PingPlotter, and SolarWinds to identify and resolve network issues promptly. I am proficient in various networking tools and protocols, including Cisco IOS, TCP/IP, DNS, DHCP, and VLANs. Overall, I supported LAN, WLAN, and WAN infrastructure to HQ and branch offices domestically and internationally for over 5000 users.

Achievements:

• Improved asset accuracy by 20% through an improved asset management process for routers and switches

• Improved network WiFi coverage by 20% through access point provisioning at the corporate HQ and at remote sites.

• Handled remote-support service calls for WiFi issues and service requests

• Monitor and analyze network logs, ticket queues, and log alerts for network availability issues

• Maintain good relationships with my team to ensure quality network services

• Contributed to the provisioning of off-the-shelf WiFi devices via APIs and custom network configuration code

• Ability to absorb new technologies quickly and implement new workflow improvements

### California State University, Fullerton

IT HelpDesk Technician

July 2015 - April 2016 (10 months)

IT Helpdesk Technician providing technical support to 45000 users and 2000 faculty personnel. Skilled in hardware and software troubleshooting, network administration, and customer service. Possesses strong communication and interpersonal skills, as well as the ability to work independently or as part of a team.

Achievements:

• Reduced ServiceNow ticketing system tickets by 15% with issues regarding computer repair, software issues, network connection issues, printer issues, and mobile device issues

• Improved ergonomic design and cable management for the library computers which increased user satisfaction

• Worked in a 24/7 365 helpdesk with on-call support for various issues.

• Adhered to a defined workflow and escalated/handed over tickets to senior members for complex troubleshooting or analysis

• Reduced Ticket Incidents by 15% with issues regarding computer repair, software issues, network connection issues, printer issues, and phone issues

• Worked on-call, graveyard, remote-support to troubleshoot problems, security access requests, or unplanned circumstances

• Maintained contact with peers and professional associations to keep informed of existing and evolving threats, industry standards, security frameworks, and the newest technologies

### CKE Restaurants, Inc.

Crew Member

June 2013 - September 2015 (2 years 4 months)

As a Crew Member, my responsibilities include taking orders, preparing food, maintaining cleanliness and sanitation standards, and handling cash transactions. I pride myself on my ability to multitask and handle multiple responsibilities simultaneously.

List of responsibilities for a Carl's Jr Crew Member:

• Greeting customers and taking their orders accurately and efficiently
• Preparing food and beverages according to Carl's Jr recipes and standards
• Keeping the kitchen and dining areas clean and organized
• Restocking supplies and ingredients as needed
• Operating the cash register and handling cash transactions accurately
• Upselling additional items or promotions to customers
• Following food safety and sanitation guidelines at all times
• Communicating with coworkers and managers to ensure smooth operations
• Providing excellent customer service and addressing customer complaints or issues promptly
• Maintaining a positive and professional attitude at all times
• Adhering to Carl's Jr policies and procedures, including dress code and attendance
• Completing assigned tasks and duties in a timely and efficient manner
• Participating in training and development programs to improve skills and knowledge
• Assisting with inventory management and ordering supplies when needed
• Performing other duties as assigned by managers.

## Education

### California State University-Fullerton

Bachelor’s Degree, Computer Engineering · (2012 - 2017)

### Western Governors University

Master's degree, Master's Business Administration · (January 2018 - August 2025)