

CESAR MENDIVIL

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EXPERIENCE

Arizona State University Prep Digital, Phoenix, AZ — *Service Desk Analyst*

August 2020 - Present

- Perform security reviews of new company products, including cybersecurity evaluation of websites and applications, data security assessment and review of data collection and handling practices; identity verification of staff, parents or students looking to gain system access, review audit logs for security and ticket resolution purposes;
- Provide on-call customer support and service to staff, parents and students on IT and other technical issues, including investigating issues with specific applications, managing accounts on multiple platforms, gaining/re-gaining access with password resets; and
- Draft and regularly update knowledge articles to resolve common or systematic issues.

Banner - University Medical Center, Phoenix, AZ — *IT Technician*

March 2020 - August 2020

- Responsible for providing IT support in compliance with the Health Insurance Portability and Accountability Act (HIPAA), including protecting patient health information and managing devices that stored sensitive information;
- Accounted for IT inventory, performed repairs to devices and provided IT support for employees; and
- Set-up of devices for new employees, assisted with rapid installation of new computers and IT hardware for expanded medical wings to house excess patient outflow.

Information Technology Technician, Chandler, AZ — *Freelancer*

January 2015 - August 2020

- Installation of network wiring (cable, phone and internet) for businesses;
- Built and repaired computers, digital video recorders, camera networks and laptops for commercial use, set-up of smartphones/tablets to connect to installed applications remotely; and
- General client education on use of installed products or platforms, including Microsoft Excel, Word and Powerpoint.

PROJECTS

Website Development - CesarMendivil.com

- Built and designed a robust cloud VPS for website, constructed security framework; and
- Constructed a Splunk sub-domain on VPS to monitor logs, which required honed SIEM expertise.

Raspberry Pi-Hole

- Created and configured a Raspberry Pi for Pi-Hole; and
- Coded Raspberry Pi to act as an active external ad-blocker which fed logs to Splunk.

EDUCATION & CERTIFICATIONS

ASU Cybersecurity Bootcamp
Certification

Arizona State University, AZ
August 2018 - December 2020

SKILLS

- IT and Technical Support
- Customer Service
- Network and Data Security
- Web Development
- Cybersecurity Assessments and Testing
- Project Management
- Cryptography
- Forensics

TECHNICAL PROFICIENCIES

- Windows
- Linux
- Active Directory
- SIEM I and II / Splunk Enterprise Security
- HTML, CSS and Javascript
- Powershell and Bash
- Google Workspace

LANGUAGES

Spanish