

CHRIS MUNOZ

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EDUCATION

B.S in Cybersecurity And Information Assurance (In progress, expected 2025) Western Governors University
Introduction to Computer Science and Programming MITx
Practical Help Desk IT Professional Course CourseCarresrs

CERTIFICATIONS

CCNA (Cisco Certified Network Associate)

CompTIA CySA+

CompTIA PenTest+

CompTIA Security+

CompTIA A+

Google Cybersecurity Professional

Google IT Support Professional

Projects & Tutorials on GitHub

- Azure SOC Honey Net Incident Response with Live Traffic capture
- Artix Linux Full-Disk encryption with UEFI and BTRFS snapshots install guide
- Gentoo Linux Root Disk encryption with GPG configured Yubikey unlock

EXPERIENCE

IT Support Engineer, The Riverside Church In New York, Aug 2023 - Present

- Managed Active Directory (AD) for 100+ users, including account setup, password policies, and access controls, reducing unauthorized access incidents. Implemented MFA for critical systems, increasing authentication security for 80% of users
- Maintained an inventory of over 400+ hardware and software assets, implementing data classification and protection measures
- Troubleshoot network issues for over 100 users, ensuring secure communication channels and minimizing downtime by 30%. Set up secure VPNs and encrypted communication channels for remote workers, improving data security during remote access by 40%
- Configured over 20 VoIP phones to the correct VLAN, ensuring compliance and security by segregating voice traffic from data traffic, enhancing network performance and security
- Intercepted and blocked 50+ phishing emails monthly, reducing security incidents by 40%. Educated users on phishing awareness, increasing user compliance with security protocols
- Processed and formatted data for 100+ cameras and network ports from text format to CSV using Linux coreutils, streamlining data management and reporting processes by 30%
- Configured and deployed 30+ workstations and laptops with core software and personalized software per department, enhancing operational efficiency. Deployed EDR solutions on all endpoints, improving threat detection and response capabilities

System/Network administrator Freelance

Jan 2022 - Jan 2024

- Deployed pfSense firewall for SOHO networks and optimized it for security: updated firewall rules, created subnets & VLANs, configured pfBlocker and suricata IDS/IPS
- Enabled secure remote access with OpenVPN and WireGuard VPN on pfSense for remote workers
- Automated the on-boarding of over 20 Linux Development machines with Ansible
- Deployed over 10 GPG Yubikeys for encrypting and decrypting files, SSH authentication, password-less logins and more

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HOME LAB

- Purchased and deployed a Dell PowerEdge server, Installed and configured Proxmox VE, set up hosts, networking, storage and more; Deployed a highly available Kubernetes cluster

Assistant Manager, Ichiran USA

Apr 2019 - Sep 2021

- Oversaw a team of 15–20 people & trained 4 team members for supervisor roles; Interfaced with over 50 daily customers

SKILLS AND TECHNOLOGIES

Network Security, Cloud Security, Incident Response, Threat Detection, Vulnerability Assessment, Penetration Testing, Data Encryption, Key Management, Security Architecture, Firewall Configuration, IDS/IPS, EDR, Active Directory (AD) Management, MFA Implementation, Disaster Recovery Planning, Server Configuration, Linux Administration, Enterprise Network Troubleshooting, Security Awareness Training, Python, pfSense, Bash, Java, Azure, SQL, Ansible, SIEM, OWASP ZAP, Burp Suite