



# Michael ANDERSON

## CYBERSECURITY SUPPORT TECHNICIAN

Detail-oriented IT Support Technician with a focus on cybersecurity, possessing over 4 years of experience in safeguarding organizational data and ensuring secure IT operations. Proficient in identifying vulnerabilities, implementing security measures, and conducting risk assessments. Strong knowledge of various security protocols and compliance standards. Experienced in educating users about cybersecurity best practices and responding to security incidents.

### CONTACT

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### SKILLS

- Cybersecurity
- Risk Assessment
- Incident Response
- User Training
- Documentation
- Network Security

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

#### BACHELOR OF SCIENCE IN CYBERSECURITY

### ACHIEVEMENTS

- Reduced security incident response time by 60% through improved processes.
- Earned a certification in CompTIA Security+ for expertise in cybersecurity.
- Developed a security awareness program that increased employee engagement by 75%.

### WORK EXPERIENCE

#### CYBERSECURITY SUPPORT TECHNICIAN

SecureTech Systems

2020 - 2025

- Monitored network traffic for suspicious activity and responded to potential threats.
- Conducted regular security audits and vulnerability assessments to identify risks.
- Educated employees on security protocols and best practices to mitigate risks.
- Assisted in developing incident response plans for potential security breaches.
- Implemented firewall and antivirus solutions to protect organizational data.
- Collaborated with IT teams to ensure compliance with security regulations.

#### IT SUPPORT ANALYST

Global Tech Enterprises

2015 - 2020

- Resolved IT support tickets with a focus on security-related issues.
- Maintained documentation of security incidents and resolutions for compliance audits.
- Assisted in the configuration of secure network devices and user accounts.
- Participated in regular training sessions on emerging cybersecurity threats.
- Managed user access controls and permissions to safeguard sensitive information.
- Provided support for data encryption and secure data transfer solutions.