

Jack Ramos

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Passionate technology enthusiast with 3 years of experience in cybersecurity engineering and web development. Proficient in secure software development practices, ethical hacking, and threat intelligence. Seeking to leverage technical expertise to enhance security measures while developing robust web applications.

Proficient in programming languages: Javascript, C++, Java, Python

Experience with operating systems: Linux, Windows, macOS

Trained with SIEM tools and vulnerability assessment software, VPN implementation, network segmentation, and secure access

Understanding of Risk Management Framework (RMF), CIS Controls, CDPR, and compliance standards (NIST, ISO 27001)

Vulnerability assessment and Penetration Testing: Nessus, Burp suite, Metasploit and Wireshark

Professional Experience

CACI EITAAS IT Help Desk Technician II

December 2024 - Present

- Delivered efficient, front-line support in Airforce and Spaceforce settings, expertly diagnosing and resolving hardware and software issues across various platforms, while building rapport and fostering environments of mutual respect.
- Enhanced end-user experience by implementing self-service IT solutions and side-chat technologies, streamlining support processes and reducing ticket resolution times, averaging 150 resolutions to tickets per week, consistently leading in performance.
- Collaborated with cross-functional teams to recommend, test, and deploy cutting-edge technologies, ensuring compliance with NSA CSfC standards for secure mobile and laptop devices.
- Engaged in continuous professional development, staying abreast of emerging technologies and industry best practices to provide innovative solutions that align with mission objectives and enhance overall IT infrastructure.

Correlation One - Remote

May 2022 - November 2024

- Contributed to the development of secure web applications by seamlessly integrating advanced cybersecurity practices throughout the software development lifecycle.
- Executed comprehensive security assessments and automated vulnerability scans on web applications, significantly strengthening the overall security posture.
- Formulated and implemented incident response protocols targeting web application vulnerabilities, leveraging code review sessions to proactively identify and mitigate potential security flaws.
- Partnered with development teams to establish and enforce secure coding guidelines and best practices, fostering a culture of security awareness and resilience within the organization.
- Conducted regular penetration testing and security audits on web applications, providing detailed reports and actionable recommendations to improve security measures and ensure compliance with industry standards.

E-gree QA Engineer Intern - Remote

September 2021 - March 2022

- Executed comprehensive software testing using TestRail to validate functionality and performance across multiple builds, ensuring adherence to quality standards and mitigating potential security vulnerabilities before deployment.
- Proactively identified and documented software defects, leveraging Jira for efficient tracking and resolution of issues, thereby enhancing the development lifecycle and contributing to a more secure and robust software environment.
- Developed and presented detailed bug reports that not only outlined defects but also provided actionable recommendations for remediation, collaborating closely with cross-functional teams to prioritize critical vulnerabilities and bolster overall system security.
- Participated in quality assurance processes, demonstrating advanced proficiency in scripting and programming languages (e.g., Python, Java) to create efficient test cases that enhance vulnerability detection and reduce time-to-resolution.

Certifications

Information and Communication Technology Certificate of Performance - San Diego Mesa College, August 2024

TryHackMe Cybersecurity Certificate, January 2024

Correlation One Information Honors Security Certificate, November 2024

Education

B.S. Computer Science - San Diego Mesa College (in progress)

Relevant Coursework: Network Security, Ethical Hacking, Digital Forensics, Intro to Linux.

Projects

<https://jackr.online/plant/index.html>

<https://jackr.online/m101-event-flyer-landing-page-mintcho-afk/eventflyer.html>

<https://jackr.online/costestimator.html>

<https://jackr.online/m102-product-landing-page-mintcho-afk/exhibitions.html>