Henfis K. Rodriguez

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CERTIFICATIONS

CompTIA: Network+ | A+
Valencia College: Cybersecurity | Linux Enterprise Server Administrator | Network Administration | Network Support
Microsoft: Excel | Word | PowerPoint

EDUCATION

Western Governors University | B.S. Cybersecurity and Information Assurance

- Relevant Coursework: Digital Forensics, Information Systems Security, Cyber Defense and Countermeasures, Penetration Testing and Vulnerability Analysis, Managing Cloud Security, Software Security and Testing

Valencia College | A.S. Cybersecurity and Network Engineering Technology Orlando, FL

- Relevant Coursework: Advanced Cybersecurity Operations, Ethical Hacking, Cybercrime Investigation, Linux Networking and Security, Information Security, Computer Virtualization Technology

TECHNICAL PROJECTS

Windows Vulnerability Assessment and Exploitation Lab

Kali Linux | Metasploit Framework | Meterpreter | SMB | Windows XP | Network Discovery

- Identified and validated an MS17-010 vulnerability in an isolated Windows lab using network discovery and Metasploit.
- Executed an authorized exploit, established a Meterpreter session, and performed system enumeration and controlled file retrieval.

Virtual Enterprise Network and Active Directory Lab

VMware | Windows Server 2019 | Windows 10 | Active Directory | DNS | DHCP | Group Policy

- Built a virtual Windows enterprise environment and configured Active Directory users, organizational units, DNS, DHCP, and Group Policy.
- Applied account policies, access controls, and Windows Firewall configurations to manage permissions and strengthen system security.

EXPERIENCE

Albion Ventures LLC **May 2026 – Present**
Bilingual Technical Support Specialist Lake Mary, FL

- Resolve 15–20 daily technical incidents involving wired and wireless connectivity, routers, access points, customer devices, and service provisioning.
- Investigate network, hardware, and software issues using structured troubleshooting, review monitoring data and IP assignments, document findings, and escalate suspected infrastructure incidents.
- Configure customer equipment, verify service provisioning, and restore internet connectivity while providing bilingual English and Spanish support.

Concentrix **September 2025 – May 2026**
Technical Support Representative Lake Mary, FL

- Diagnosed hardware, software, account, and connectivity issues for more than 40 end users daily.
- Followed identity-verification and data-protection procedures while maintaining satisfaction and resolution scores above 90%.

Boost Mobile **October 2024 – September 2025**
Sales Representative Sanford, FL

- Assisted customers with mobile devices, account access, service configuration, and technical troubleshooting.
- Supported one of the owner's top-performing locations while maintaining strong customer feedback and accurate inventory records.

SKILLS

Security: Vulnerability Scanning, Penetration Testing Fundamentals, Access Control, Incident Escalation, Digital Forensics Fundamentals, Security Monitoring Fundamentals
Security Tools: Kali Linux, Metasploit Framework, Meterpreter, Nmap, Wireshark
Networking: TCP/IP, DNS, DHCP, SMB, IP Addressing, Network Discovery, Wireless Troubleshooting, Routers and Access Points
Systems & Virtualization: Active Directory, Group Policy, Windows Server 2019/2022, Windows 10/11, Linux, VMware, VirtualBox
IT Support: Hardware and Software Troubleshooting, End-User Support, Remote Support, Account Access, Service Provisioning, Ticketing Systems, Technical Documentation
Languages: English (Fluent), Spanish (Fluent)