

KEITEL DE LUNA

C Y B E R S E C U R I T Y A N A L Y S T



PROFESSIONAL SUMMARY

Certified professional with credentials from IBM and Google, coupled with IT Support and cybersecurity expertise. Successful team leader in critical projects, excelling in vulnerability identification and digital asset management. Expert in fostering positive work environments that stimulate innovation and efficiency. Open to new opportunities to apply my experience, exploring different fields to contribute versatility and multidisciplinary skills.

CORE COMPETENCIES

- Management Skills.
- Creativity.
- Critical Thinking.
- Leadership.
- Operating systems.
- (Windows, Linux).
- Technical Support and Assistance.
- IT security.
- Package and software.
- Help Desk Support.
- Troubleshooting.

CERTIFICATIONS

- IBM Cybersecurity Analyst.
- Google Cybersecurity.
- IBM IT Support.
- Google IT Support.
- IT Security.
- IT Infrastructure.

LANGUAGE

- English (intermediate)
- Spain (fluent)

REACH ME AT:

📞 717-658-4555

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📍 Chambersburg, PA, 17201

PROFESSIONAL HISTORY

SYSTEMS AREA MANAGER

Walmart PHL4 7380/GDC2971 | Apr 2024 - Present

- Streamlined “Fast Check-Out” process which significantly improved operational efficiency across all shifts. Reduced equipment check-out time by 300%, resulting in annual labor cost savings of \$6,720.
- Key contributor to implement systemic technology and warehouse management system for first GDC2971 vertical start-up, servicing over 400 Walmart stores on the East Coast.
- Successfully launched initiative for repurposing faulty work equipment. Running diagnostics, salvaging parts and repairing equipment in-house, resulted in cost savings of \$10,000 against the Annual Operational Plan.

IT SUPPORT SPECIALIST

Walmart PHL4 7380 | Oct 2023 - Apr 2024

- Provided IT support using a variety of tools to ensure efficient management of incidents and requests. Utilized Xcall and ServiceNow for incident and request management, ensuring quick and effective resolution of issues. Employed Slack to facilitate communication and collaboration within the team, enhancing coordination and efficiency in incident resolution. Managed permissions and access with ADGroup, ensuring proper assignment of rights. Used Jira for tracking and resolving issues, optimizing task management and progress monitoring.
- Implemented Confluent for streaming data management and integrations, improving data management efficiency and system integrations. Additionally, handled sensitive data in collaboration with HR and CSD for the onboarding of new associates.

OPERATION MANAGER

Samsung Electronics Mexico | Jan 2015 - May 2019

- Responsible for overseeing daily operations at the call center for Samsung Electronics Mexico, focusing on support for advanced technology, including Samsung tablets, smartphones, and laptops.
- Manages remote device management and technical issue resolution, ensuring exceptional customer service.
- Supervises team performance through KPIs, implements continuous improvement strategies, and optimizes operational efficiency.
- Collaborates with other departments to enhance processes and customer experience, while managing resources and operational planning. Trains, motivates, and develops staff to meet and exceed established goals.

ACADEMIC BACKGROUND

SANTA BARBARA MONTESSORI | DOMINICAN REPUBLIC

High School Diploma | 2010

UCSD (UNIVERSIDAD CATOLICA SANTO DOMINGO)

Systems Engineering | 2015