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Objective: Highly motivated and determined college student seeking a position as a Cybersecurity Analyst. Offering strong technical skills, a passion for information security, and a quick learning ability to contribute to the success of an organization.

Level 2 : Security Analyst Newgentek July 2023 – Present

- **Incident Response:** Lead the investigation and resolution of security incidents, including breaches, malware infections, and other threats. Implement and improve incident response processes to minimize damage and downtime.
- **Security Monitoring:** Continuously monitor network traffic, system logs, and security alerts to detect and analyze potential security issues. Develop and maintain robust monitoring systems.
- **Threat Analysis:** Analyze security alerts and events to identify potential threats and vulnerabilities. Conduct in-depth threat analysis to assess the risk level and potential impact.
- **Vulnerability Management:** Collaborate with the security team to assess and remediate vulnerabilities in the infrastructure, applications, and systems. Keep systems updated with the latest patches and security updates.
- **Security Tool Management:** Manage and maintain security tools such as intrusion detection systems (IDS), security information and event management (SIEM) solutions, and endpoint security tools. Configure and fine-tune these tools for maximum effectiveness.
- **Incident Documentation:** Create detailed incident reports, including root cause analysis, remediation steps, and recommendations for prevention. Maintain a repository of incident data for trend analysis.
- **Security Policies and Compliance:** Ensure adherence to security policies, standards, and industry compliance regulations (e.g., GDPR, HIPAA, NIST). Help implement and enforce security best practices across the organization.
- **Security Awareness:** Assist in developing and conducting security awareness training for employees to promote a culture of security within the organization.

- Collaboration: Work closely with Tier 1 support, Tier 3 specialists, and other IT teams to share information, insights, and escalate incidents as necessary.
- Documentation: Maintain up-to-date documentation of security configurations, procedures, and incident response playbooks.

Work Experience: Level 2 Technical Support Newgentek - Tampa, FL April 2022 to July 2023

- Provide guidance and assistance to Level 1 team, acting as a backup for incoming phone calls and emails
- Utilize escalation procedures to engage the team for resolutions
- Support and maintain Windows 10 systems, including desktops, laptops, and Point of Sale systems
- Assist in imaging and configuring new systems (Windows 10 and Point of Sale)
- Create training documentation and assist in training onboarded technicians
- Troubleshoot Payment Systems (Verifone, EDC, Equinox) when needed
- Monitor security levels for clients, offer recommendations, and provide resolutions for alerts of possible phishing and malware

Dispatcher - Level 1 Technical Support Newgentek - Tampa, FL June 2020 to April 2022

- Triage incoming calls and emails, enter data into ticketing system, and maintain detailed trails of troubleshooting and resolutions
- Update tickets within the system to meet standards and ensure all relevant data is documented
- Troubleshoot hardware and software for end users, provide remote sessions or remote troubleshooting
- Maintain Windows 10 and Point of Sale systems through routine maintenance

Captioning Assistant CapTel - Tampa, FL April 2020 to June 2020

- Caption audio for individuals who are deaf or hard of hearing

Server Ricos Acai - Tampa, FL October 2017 to April 2020

- Prepare serving station daily for the next shift
- Prep and serve Acai bowls, made fresh per order
- Clean prep station and kitchen to provide a clean working area for the next shift

- Maintain cash drawer, count drawer, and resolve any cash over short

Seasonal Associate HomeGoods - Tampa, FL October 2018 to February 2019

- Process merchandise from stockroom and set up displays in the showroom
- Maintain stock on the main floor
- Assist customers in locating merchandise and moving larger items to their vehicles

Manager Pizza Hut - Tampa, FL October 2015 to December 2017

- Maintain quality assurance with food preparation
- Resolve customer complaints and concerns
- Manage staff, ensure optimal coverage, and delegate tasks to team members
- Assist in delivering orders to customers on time
- Maintain kitchen and store cleanliness

Entertainment - Tampa, FL January 2011 to December 2014 (This role was with a personal family's small business)

- Enter customer information into the database to track requests, dates, and payments
- Maintain schedule of appointments and event dates
- Assist in building an initial website to advertise the business
- Set up and test audio equipment at events
- Fill in as a costume character as needed

Education:

Bachelors in Information Security University of South Florida –

Tampa, FL 2019 to Present

Hillsborough Community College - Tampa, FL 2016 to 2019

Diploma Chamberlain High School - Tampa, FL

Skills:

- MS Office
- Service Desk
- Spanish (Fluent)

- Software Troubleshooting
- Problem-solving and critical thinking
- Customer Service
- Data Entry
- English
- Hardware Troubleshooting
- Information Security
- Active Directory

Certifications and Licenses:

- ServSafe Food Handler Certification
- CompTIA Network