

Michelle Arena

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Cybersecurity Analyst | IT Security & Risk Management

Results-driven cybersecurity professional with a strong foundation in IT security, vulnerability assessment, and risk management. Skilled in implementing security controls, analyzing threats, and supporting compliance initiatives. CompTIA Security+ certified with a Bachelor's Degree in Cybersecurity, dedicated to identifying and mitigating cyber threats to enhance organizational security.

Education

St. John's University | Queens, NY

Bachelor of Science (B.S.) in Cybersecurity

May 2020 | GPA: 3.86/4.0 – Summa Cum Laude

Certifications

- **CompTIA Security+ | July 2024** | Credential ID: COMP001021700124
- **Introduction to Cyber Security | TryHackMe | July 2022** | Credential ID: THM-P2DJ4DSACV
- **SOC Analyst Training | Let's Defend, Expected Completion: April 2025**

Work Experience

Technical Account Manager

Yardi Systems Inc. | Melville, NY | Aug 2022 - Apr 2024

- Led RentCafe software implementation and client support for 9 major clients and 300+ properties, ensuring compliance with security frameworks such as NIST.
- Conducted security assessments and collaborated with development teams to identify and remediate software vulnerabilities.
- Managed user access controls through least privilege principles, improving system security and reducing unauthorized access incidents by 30%.
- Monitored applications for vulnerabilities and escalated critical security findings to ensure timely mitigation.
- Developed security documentation and conducted training sessions for team members and clients to improve awareness and compliance.

Technical Specialist

Apple Inc. | Garden City, NY | Nov 2021 - Jul 2022

- Diagnosed and resolved security-related issues for Apple products, maintaining compliance with Apple's security policies and best practices.
- Provided technical support and troubleshooting for customers, achieving a 90%+ customer satisfaction rating.
- Assisted customers in configuring security features such as two-factor authentication (2FA) and encryption.
- Delivered tailored security recommendations to clients to improve their personal and enterprise device security.

Projects

Home Lab Vulnerability Scanning | Ongoing

Conducted vulnerability assessments using Nessus and Nmap to identify and mitigate risks within a controlled lab environment, enhancing system security evaluation skills.

Cloud Security Implementation | January 2025

Configured IAM solutions across cloud platforms (Azure and GCP) to enforce least privilege access and improve security monitoring capabilities.

Penetration Testing Simulation | October 2024

Performed simulated penetration testing exercises on a virtualized environment using Kali Linux tools to identify and exploit vulnerabilities.

Personal Portfolio Website Development | September 2024

Developed a cybersecurity portfolio website showcasing projects, certifications, and technical skills, implementing secure coding practices with HTML, CSS, and JavaScript.

Core Skills

Cybersecurity Operations:

- Security Incident Response
- Vulnerability Assessment & Penetration Testing
- Threat Monitoring & Analysis
- IT Compliance & Security Frameworks (NIST, ISO 27001)
- Security Controls Implementation

Technical Proficiency:

- Operating Systems: Windows, Linux (Ubuntu, Kali), macOS
- Security Tools: Wireshark, Nmap, Nessus, Metasploit, Burp Suite
- Cloud Platforms: Azure, GCP

- Scripting Languages: Python, Bash, SQL
- Identity and Access Management (IAM), Least Privilege Access

Soft Skills:

- Analytical Thinking | Problem Solving | Attention to Detail | Team Collaboration

References

Available upon request