

Erick Cisneros Ruballos

Cyber Security Analyst

WORK EXPERIENCE

Apple, Nanuet, New York

Technology company that best known for its consumer electronics, software, & services.

Technical Expert

11/2023 – Present

- Performed diagnostics and troubleshooting on Apple devices, addressing both software and hardware issues, to ensure optimal performance and user satisfaction.
- Executed repairs on iPhones, handling hardware malfunctions and physical damages with precision and efficiency.
- Collaborated with the technical support team to streamline processes, reducing average resolution time by 20%.

Technical Specialist

03/2023 – 11/2023

- Diagnosed and resolved a wide range of technical issues for customers, ensuring timely and effective solutions.
- Trained new team members on technical and customer service protocols, fostering a knowledgeable and efficient team.
- Mentored new team members, fostering an environment of continuous improvement and sharing of best practices

Sales Specialist

08/2021 – 03/2023

- Utilized CRM tools to track customer interactions and sales performance, providing insights for continuous improvement and targeted sales efforts.
- Leveraged in-depth product knowledge to address customer inquiries and concerns, resulting in a 25% increase in customer satisfaction scores.

Computuners, Nanuet, New York

Computer Support Services from sales, repair and web support

Repair Technician

10/2020 - 03/2021

- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Managed software installations, updates, and troubleshooting across diverse client environments, enhancing system performance and security

Geek Squad, West Nyack, New York

Computer Support Services provides services in-store, on-site, and over the Internet via remote access

Repair Technician

05/2017 - 10/2020

- Performed advanced diagnostics and repairs on a wide range of devices, including desktops, laptops, and peripherals, with a 95% success rate.
- Trained junior technicians on advanced troubleshooting techniques and cybersecurity protocols, contributing to a more skilled and efficient team.

CONTACT

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SKILLS

Hard Skills:

- User Awareness Training
- Python
- SQL
- MS Office
- Firewalls
- Information Security

Operating Systems

- Windows
- MAC / iOS
- Android
- Linux

Tools and Software:

- Wireshark
- TCPDump
- KeePass
- Sumo Logic

Languages:

- English (Native)
- Spanish (Native)
- French (Elementary)

EDUCATION

12/2021

John Jay College of Criminal Justice of The City University of New York New York, NY

Bachelor of Science:

Computer Science and Information Security

07/2018 *Rockland Community College Suffern, NY*

Associate of Science:

Computer Information Systems

Certifications

- CompTIA Security+ Certified
- ICS2- CC Entry-Level Cybersecurity
- Coursera- Google Cyber Security