MYRNA E. SANTIAGO
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PROFESSIONAL SUMMARY

Junior Cybersecurity and Computer Engineer with workforce experience in Administrative Knowledge, Policy Implementation, and Best Practices. Proven ability to accomplish any given task from start to finish. Well–developed customer service skills and a strong ability to adapt quickly to a dynamic, fast-paced environment. A proactive approach to problem-solving. Mission-focused team player who will contribute to the overall success of an organization. A bilingual individual with a complete understanding of English and Spanish. A Bachelor of Science in Computer Engineering from the University of Puerto Rico, a Bachelor of Science in Cybersecurity from Old Dominion University, and customer service experience support my career. Area of expertise to include:

- Configuration Management Tasks
- Information Systems
- Data Analysis

- Quality Software
- Time/Task Management
- Quality Control/Assurance

- Risk Management
- Written/Oral Communication
- Microsoft Office Suite

PROFESSIONAL EXPERIENCE

United States Navy – Virginia Beach, VA   2024 – Present
Naval Surface Warfare Center Dahlgren Division Dam Neck Activity
Computer and Cybersecurity Engineer
- Performed SCAP and ACAS Scans on Virtual Machines.
- Created MRCs for the Developer Team.
- Performed SOVT, SOP, and SIP Quality Assurance for the team.
- Provided detailed notes of errors and security problems.
- Researched possible solutions to security problems with the latest cybersecurity benchmarks.
- Performed STIGS resolutions with team member.

Hampton University – Hampton, VA   2023 – 2024
PC Technician
- Support ATM Help Desk includes password reset and unlocking accounts.
- Excellent customer service to students, faculty, and staff by phone and in person.
- Safeguard all electronics, computers, and devices within the laboratory.
- Prepare desktops and laptops with proper scripts for deployment.
- Troubleshoot computer systems and related issues.
- Set up computer systems for dedicated events.
- Principal Administrator of Adobe Cloud licenses, point of contact with the vendor.
- Basic work with Active Directory.
- Knowledge of ticketing systems
- Application of cybersecurity best practices.

EDUCATION
Bachelor of Science, Cybersecurity| Old Dominion University
Bachelor of Science, Computer Engineering | University of Puerto Rico

TECHNICAL SKILLS
CompTIA A+: (COMP001020050288)
Software: Microsoft Office, Adobe Cloud
Operating Systems: Microsoft Windows (95 to present), Linux
Programming: C; C++