

Ronnel Valerio Rigonan

❖ Fredericksburg, VA ❖

WORK EXPERIENCE

ESET North America

Security Services Agent

May 2015 – Present

San Diego, CA (Remote)

- Provide L3 technical/deployment support for cyber security products and L2 cyber security monitoring services
 - Built and started team of cyber security monitoring services
 - Helped provide specialized scripts per customer to ease use of cyber security products
- Educate on cyber security practices on multi-faceted systems and how it affects business
- Analyze endpoint detection and response logs to find and mitigate cyber infiltrations
- Remove malware and send samples to malware research labs
- Keep precise records of tickets and cases through Salesforce and NetSuite
- Use in-house/third-party tools, technical knowledge, customer service and problem-solving skills
- Work with product management, development, and knowledgebase teams to analyze and implement current plans to further secure systems

Geek Squad

Double Agent / Covert Agent

May 2008 – April 2015

San Diego, CA (Partial Remote)

- Deploy, install, and perform repairs on-site or remote to workstations or servers
- Remove malware using analytical skills and computer forensics
- Use problem-solving skills to solve issues for business and home customers
- Provide emergency repair services
- Adjust settings on new and existing computers and related software to fit customer needs
- Provide world-class customer service to continue contracts with customers

EDUCATION

Old Dominion University

Bachelor of Science, Cyber Security

May 2022 – May 2024

Norfolk, VA

Germanna Community College

Associate of Applied Science, Cyber Security

August 2020 – May 2022

Fredericksburg, VA

- Summa Cum Laude 4.0 GPA
- Phi Theta Kappa

CERTIFICATIONS, SKILLS & TOOLS

- **Certifications:** CompTIA A+, Network+, Security+, CySA+, HackTheBox
- **Vulnerability Assessment:** Nessus, Wireshark, OpenVAS, Aircrack-NG, MBSA
- **Compliance:** HIPAA, SOX, ISO 27001, NIST 800-171
- **Security Architecture:** ESET, Palo Alto, Splunk, Sophos, Webroot, McAfee, VPN, 2FA
- **Network and Systems:** Cisco, Ubiquiti, AD/LDAP, DNS, DHCP, SMTP, TCP/IP
- **Programming and Scripting:** Java, Python, Bash, PowerShell
- **Offensive Security:** Kali Linux, Metasploit, NMAP
- **Skills:** Troubleshooting/resolution, endpoint security, detection & response systems; customer service; initiative-taking, flexible/adaptable; information technology/cyber security management & awareness; database & web development/management
- **Interests:** Computers; sports; retro video games; music; running; cats; Reddit; Youtube; beer; traveling; food; cooking/baking; life improvement; cars