

STEVEN FINE

Miami, FL 33145, (786) 543-3667, stevenfine2012@gmail.com, <https://www.linkedin.com/in/stevenfine2/>

Objective

To combine my experience with my education to obtain employment within the Information Security field and further my career and skillset.

Education

- Continuing Education: Cyber Security Professional Graduated: March 2020
University of Miami
 - Defensive cybersecurity program complete with in-depth networking, Cloud, Windows, and Linux security courses that aided in the mastery of cyberinfrastructure technologies, incident response techniques, and digital forensic theories. Prepared for Network+, Security+, LPI, CCSK, CCNA, CCENT, SSCP, and CySA+ certifications.
- Bachelor of Science in Information Systems Technology Graduated: August 2019
Miami Dade College
- Associates in Arts in Computer Information Systems Graduated: July 2016
Miami Dade College

Certifications

- CompTIA Security+ (expires December 2023)
- CompTIA Network+ (in progress)
- LPI Linux Essentials (in progress)

Skills

Cybersecurity, Windows, Linux, MacOS, Networking, Amazon AWS, PuTTY, Windows AD, Service Now, DataTrax Live, InfoTrax Systems, SpiceCSM, SQL, Jira, Application Support, Desktop Support, Software Support, Windows Administration, Microsoft Office, Microsoft Server, Software Troubleshooting, Application Troubleshooting, Bilingual (English/Spanish)

Experience

Application Support Specialist

Alcora Corporation

March 2020 – Current

- Performing SQL queries via c-Tree when requested
- Creating weekly user reports
- Troubleshooting Emails, AutoResponders, Reports, cases created with the SpiceCSM support portal and Data Trax
- Creating/checking on the status of Jira tickets as issues arise
- Coverage of US/Canada markets
- Internal QA
- Participating in an on-call schedule with the team

Junior Software Analyst

Insight Global (on sight at Lennar Corporation)

November 2019 – February 2020

- Supporting the processing of invoices from vendors in MetaViewer Enterprise
- Fulfilling division/vendor request tickets in regard to their accounts/profiles
- Enrolling/modifying vendors into the routes requested within the JD Edwards thin client
- Clearing the various profile invoice failures by matching the appropriate files/manipulating the settings within MetaViewer Enterprise
- Enrolling/modifying/terminating vendors as requested in tickets from the ServiceNow portal

- Emailing the appropriate staff for divisions in regard to invoices if needed

Technical Support Specialist

June 2019 – October 2019

LaceUp Solutions Inc.

- Remotely troubleshooting the LaceUp software/application (Windows, Android, iOS)
- Assisting customers in setting up their devices for use with the application (Windows, Android, iOS)
- Implementing requested configuration for handheld communication devices/order servers
- Setting up customer devices for field use, configuring handheld thermal printers

Assistant

February 2015 – June 2019 (as needed)

Michael Alan Fine Architecture

- Setup printers, internet, in addition to resolving or troubleshooting any network or device issues
- Perform bookkeeping in QuickBooks and other administrative duties
- Conduct job site observation/take photos of work being done

Advanced Repair Agent

November 2017 – March 2018

Geek Squad

- Checked Clients in/out as well as performed the service they desired on both MacOS and Windows operating systems
- Performed virus/malware/spyware removal via bootable USB
- Conducted Data backup/transfer

Marketing and Creative Agent

February 2017 – September 2017 (Project)

Night Breed Music Group

- Administered Social Media management
- Conducted Marketing promotion

Tech Support

May 2016 - October 2016

Rock Group LLC

- Assisted customers with motion capture issues and purchase inquiries
- Provided support on technical questions through Zendesk and Skype
- Provided information to potential clients on product features
- Coordinated shipments to customers

Projects

- Continuous configuration/customization of a natively installed Debian Buster (xfce) machine.
- Creation/setup of a RHEL 8 (Red Hat Enterprise Linux 8) on Amazon AWS via PuTTY.
- Created a Honeypot using Amazon AWS where a static website was hosted on Amazon S3 buckets and read the CloudWatch logs sent to my email.
- Installation/configuration of PfSense on a virtual box to perform attacks to a lab environment and see the results of the firewall mitigating attacks.
- Network design configuration on Cisco Packet Tracer including a Ring Topology, DHCP servers, SSH functionality, VLAN's, port security, password encryption, AAA, Tacacs+, ACL lists, extended ACL, transparent firewall, IPS, and both dynamic and static routing.
- Multiple DFIR CTF's as part of the boot camp curriculum.

References available upon request.