

- Managed inventory: Kept track of equipment and materials, and ordered supplies when needed
- Provided instruction: Taught students how to use equipment properly
- Troubleshoot: Diagnosed and fixed hardware problems, or contact the appropriate engineer
- Maintained documentation: Kept records of maintenance and other laboratory activities

Tutor for Cybersecurity **CUNY Bronx Community College, Bronx, NY** 1/2025 - Present

- Teach fundamental and advanced cybersecurity and networking concepts in a clear and structured manner.
- Guide students through hands-on labs, network simulations, and cybersecurity exercises.
- Help students understand firewalls, encryption, VPNs, IDS/IPS, and other security measures.
- Teach topics like TCP/IP, subnetting, routing, switching, VLANs, and network troubleshooting.
- Explain common cyber threats (malware, phishing, DDoS, etc.) and mitigation strategies.
- Teach cybersecurity best practices like strong password policies, patch management, and access control.

Artificial Intelligence Research Scholar **CUNY Bronx Community College, Bronx, NY** 8/2024 - 1/2025

- Designed and deployed a wireless network throughout much of Black Rock Forest to enable data intake from various environmental sensors.
- Added network redundancy to ensure data reliability.
- Collaborated on an AI-powered camera prototype, using 3D printing to design the hardware that would offer better outdoor performance and higher accuracy for the AI model.
- Set up local infrastructure for processing AI that significantly speeds up data analysis.

IT support Workshop **CUNY Bronx Community College, Bronx, NY** 8/2023 - 2/2024

- Installing, configuring, and troubleshooting printers and other peripherals.
- Understanding components, assembling computers, and installing necessary software.
- Installing, configuring, and troubleshooting Windows, macOS, and Linux.
- Configuring desktop and laptop workstations for optimal performance and security.
- Setting up and securing mobile devices (Android & iOS) for enterprise use.
- Setting up surveillance systems, configuring networks, and ensuring proper monitoring.
- Mounting network equipment, organizing cables, and maintaining server racks.

ADDITIONAL EXPERIENCE:

Concierge & IT Operations **Jefferson Tenants Co-op Building, New York, NY** 6/2004 -12/2022

- Managed and resolved user support inquiries related to network and security issues, ensuring smooth and secure operations
- Coordinated and documented security and administrative meetings, including incident response planning and security training
- Acted as the liaison between the co-op and city officials for security audits and compliance, ensuring adherence to policies and procedures
- Conducted a comprehensive analysis of system performance, leading to an increase in employee efficiency and reduced operational downtime
- Implemented a crisis management protocol that decreased response time during critical incidents
- Developed and executed personalized training plans for staff, reducing ramp-up time and improving retention rates.