

# Nicolas Sanchez

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## Education

**University of North Texas, College of Applied & Collaborative Studies**

**Denton, TX**

*Bachelor of Applied Arts and Sciences*

Concentrations: Information Security, Organizational Supervision, Business Administration

## Certifications

- Google IT Support Certificate
- ISC2 Certified in Cybersecurity Certificate

## Technical Skills

- Endpoint Security (MDE, SentinelOne, Huntress)
- Device & Cloud Management (Microsoft Intune, Microsoft Purview)
- Threat Detection & Response (Arctic Wolf MDR, Sysmon)
- Network Security (Fortinet Firewalls & Load Balancers)
- VPN & Firewall Configuration (Fortinet, Sonicwall)
- Professional Cat Dad (Certified Keyboard Warmer)
- Active Directory Security (Forest Druid & Purple Knight)
- Expert Coffee Brewer (Fueling Late-Night Incident Response)
- Scripting & Automation (Python)

## Experience

**Medical Review Institute of America**

**Salt Lake City, UT**

*Junior Information Security Administrator*

*September 2024 – Present*

- Monitor and analyze security alerts from various platforms to identify potential threats and vulnerabilities.
- Assist in implementing security policies, procedures, and best practices to ensure regulatory compliance.
- Manage access controls and user permissions to safeguard sensitive data across systems.
- Conduct routine audits and assessments of system and network security, providing reports and recommendations.
- Support incident response efforts by investigating security breaches and coordinating remediation actions.

*Help Desk Technician Tier II*

*June 2024 – September 2024*

- Focused on resolving complex technical issues with a strong emphasis on security best practices and data protection.
- Managed Zoom Phone systems, ensures secure communication, and contributes to Confluence by creating and updating security-focused documentation.
- Acted as a point of escalation for Tier I technicians on security-related incidents, including unauthorized access attempts and malware outbreaks.
- Leveraged Microsoft Entra/ Active Directory for secure account creation, implementing group policies, and managing security groups to enforce access control.
- Maintained detailed records, contributing to the confluence knowledge base with a focus on secure procedures and incident response strategies.
- Collaborated with Information Security to manage phishing reports, spam incidents, and maintain Checkpoint Infinity Portal, ensuring the organization's cybersecurity posture.

*Help Desk Technician Tier I*

*September 2023 – June 2024*

- Fielded and logged incoming technical support calls and emails, ensuring the accurate documentation of user issues with a focus on identifying potential security threats.
- Diagnosed and resolved basic hardware, software, and network problems, applying basic security measures such as password resets and secure configurations before escalating to higher tiers.
- Provided step-by-step assistance to users, incorporating guidance on secure software usage, data protection, and safe internet practices.
- Utilized Jira to track, prioritize, and manage support requests with a focus on identifying recurring security issues and contributing to proactive threat mitigation.
- Worked closely with IT and Information Security teams to share knowledge, streamline support processes, and integrate security awareness into user interactions.

**Best Buy**  
*September 2023*

**Denton, TX** *Experience Supervisor*

*January 2021 –*

- Demonstrated leadership by developing secure transaction protocols and promoting cybersecurity awareness, which contributed to increased sales and improved Net Promoter Scores (NPS).
- Cultivated strong customer relationships by delivering personalized solutions and ensuring secure handling of customer data, which enhanced customer trust and overall data security.
- Managed operations for Flower Mound and Denton stores, leading both to top 60 national rankings in 2021 and 2022 by emphasizing secure payment processing, customer data protection, and consistently surpassing sales targets.
- Enabled employees to deliver outstanding customer experiences through ongoing coaching and support, contributing to a high-performing team environment.
- Strategically implemented employee experiences initiatives across the micro-market, aligning with business objectives to drive consistent, positive customer interactions.
- Analyzed key performance indicators to align team goals with business growth, utilizing insights to identify areas for improvement and implement course corrections when necessary.

**Best Buy**  
*Holiday Supervisor*

**Flower Mound, TX**  
*November 2020 – January 2021*

- Supported store management during peak holiday season, ensuring optimal staffing levels to handle increased Q4 customer traffic efficiently.
- Coached employees to enhance customer service and supported administrative tasks, such as managing timesheets and scheduling.

**Best Buy**  
*Holiday Hiring Specialist*

**Flower Mound, TX**  
*September 2020 – November 2020*

- Recruited and onboarded seasonal team members, facilitating a smooth hiring process to meet staffing demands for peak season.
- Conducted initial training sessions to ensure new hires understood company standards and were equipped to provide excellent customer service.

**Best Buy**  
*Apple Pro*

**Flower Mound, TX**  
*September 2019 – September 2020*

- Served as a product expert for Apple, educating customers on device features and secure usage practices, driving sales of Apple products through tailored consultations.
- Provided personalized product recommendations and technical support, fostering customer loyalty and enhancing the overall customer experience.

**Best Buy**  
*Best Buy Mobile Associate*

**Flower Mound, TX**  
*April 2015 – September 2019*

- Specialized in mobile product sales and services, delivering knowledgeable recommendations based on customer needs, and supporting mobile activation and upgrades.
- Guided customers through secure transactions, ensuring data privacy and building trust in Best Buy's mobile services.

**Best Buy**  
*Customer Service Specialist*

**Flower Mound, TX**  
*October 2014 – April 2015*

- Delivered exceptional customer support at the service desk, handling returns, exchanges, and inquiries to ensure a smooth and positive customer experience.
- Assisted customers with technical questions and directed them to the appropriate product or service, contributing to customer satisfaction and loyalty.