Carlos Rojel

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Cybersecurity Analyst - CISSP (pending endorsement)

I'm an experienced IT professional with 8 years in technical support and cybersecurity, holding an associate's degree in computer science and multiple industry certifications. My strengths include security implementation, effective troubleshooting, and problem-solving skills. I'm passionate about contributing to the IT community and actively pursuing growth in cybersecurity roles.

CORE COMPETENCIES

Troubleshooting | Incident analysis and response | Email Security
Microsoft Security | Privileged access management | Vulnerability management
Cloud Security | Cross-platform OS proficiency | Leveraging AI

RECENT PROFESSIONAL EXPERIENCE

Altera Digital Health – Whittier, CA   October 2023 – Present
IT SECURITY ANALYST AT PIH HEALTH

Challenges:
With only three analysts on the IT security team, we supported a full enterprise environment. This required flexibility, often stepping outside incident response to manage tasks like the ticketing queue.

Responsibilities:
I led key areas of the security program, focusing on streamlining processes. Skilled in distinguishing true positive security incidents from false positives and collaborating across teams for accurate threat assessments.

- Led key efforts in the successful onboarding and deployment of the Sentinel One XDR solution, enhancing enterprise-wide threat detection and response capabilities.
- Conducted vulnerability scans using Qualys VMDR to identify security weaknesses in network devices, including servers.
- Delivered phishing simulations and security awareness training to 9,000+ employees using KnowBe4, enhancing resilience to social engineering threats.

Insight Global (Contract) – Los Angeles, CA   November 2021 – January 2023
CYBERARK ANALYST AT T-MOBILE

Challenges:
We were responsible for onboarding privileged accounts and SSH keys to the CyberArk platform across the T-Mobile enterprise.

Responsibilities:
Served as a point of contact, leveraging in-depth knowledge of the platform to collaborate with application teams and onboard their privileged accounts efficiently and securely.

- Provided application support for all enterprise CyberArk users, serving as the primary point of contact and facilitating the onboarding of privileged accounts and SSH keys into the CyberArk platform.
- Engaged in collaboration with diverse application teams to enhance their workflow in strict alignment with T-Mobile's security policies.

Kore1 (Contract) – Irvine, CA   September 2019 – July 2021
CYBERSECURITY ANALYST AT CITY OF HOPE

Challenges:
City of Hope's IT security department was implementing a new SOAR platform to provide a centralized view for ingesting, managing, and documenting security alerts.

Responsibilities:
Supported the rollout by testing early-stage functionality, identifying issues, and providing feedback for optimization. Closed alerts and incidents, helping fine-tune the system to reduce false positives and improve efficiency.

- Helped reduce alert triage time by 30% by contributing to SOAR playbook optimization.
- Managed and closed (~15/week) incidents via XSOAR, accelerating triage workflows and enhancing SOAR effectiveness.
- Evaluated vulnerability scans on enterprise servers and constructed a representation of the organization's vulnerabilities.

The Collected Group – Vernon, CA   June 2018 – September 2019
       IT HELP DESK
Challenges:
Supported a retail apparel company's IT operation across multiple store locations and its server room. The IT department lacked a dedicated security focus, and I also onboarded a junior colleague during this time.

Responsibilities:
Took a leadership role in mentoring a new team member and championed security improvements within the IT department. This initiative led to identifying and closing network vulnerabilities, strengthening the overall security posture.

- Assisted with the installation, configuration, and maintenance of hardware and software for end-users.
- I diligently monitored and maintained the helpdesk ticketing system, ensuring that all incoming requests were promptly and professionally responded to. My attention to detail and quick response time helped to ensure a positive user experience.

South Center Family Health Center – Los Angeles, CA   January 2016 – June 2018
       IT HELP DESK
Challenges:
Tasked with helping users overcome IT issues while maintaining productivity. Operated in alignment with healthcare frameworks to uphold data confidentiality, integrity, and availability.

Responsibilities:
Engaged users collaboratively, creating positive support experiences. Applied strong attention to detail to effectively resolve end-user issues and maintain trust.

- Worked collaboratively to ensure compliance with industry regulations and standards, such as HIPAA.
- Focused on protecting company data and PHI data integrity, confidentiality, and availability.

EDUCATION & CREDENTIALS

Associate of Applied Science (AAS), Computer Information Technology, 2015
Rio Hondo College

Certifications
Certified Information Systems Security Professional (CISSP) – Endorsement application currently under review.
Systems Security Certified Practitioner (SSCP)