

Anthony Galindo

CompTIA A+ | Network+ | Security+ (in progress)

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Entry-level IT professional with hands-on experience in technical support, systems administration, POS system management, and SIEM operations. CompTIA A+ and Network+ certified, with practical experience troubleshooting hardware/software issues, managing user accounts, maintaining infrastructure, and deploying security tools. Built a full homelab SOC environment with Splunk for log analysis, alerting, and network monitoring. Seeking IT Support or Junior Cybersecurity roles with a path toward SOC analysis.

TECHNICAL SKILLS

System Administration:

Windows 10/11, Linux (Ubuntu, Arch, Kali), macOS, Splunk, Admin-level user & account management, MFA configuration, local Group Policy familiarity, Python automation.

Networking:

TCP/IP, VLANs, Nmap, Wireshark, DNS, firewall concepts, Cloudflare WAF, VPN technologies.

Security:

SIEM (Splunk), log analysis, alert creation, threat detection fundamentals, vulnerability identification, Zero-Trust principles, secure remote access.

Tools:

Docker, Cloudflare Tunnel, Python, ticketing system familiarity, Google Workspace, Office 365, Zoom/Teams.

PROFESSIONAL EXPERIENCE

RideNow Powersports – Ocala, FL

Internet Sales & IT Support Technician

March 2023 – Present

- Served as primary onsite IT support for 20+ staff, troubleshooting hardware issues, software failures, printer problems, network outages, and system access.
- Managed server-backed inventory systems, ensuring data integrity, pricing accuracy, and syncing across online platforms.
- Provided remote and local support to neighboring locations, resolving connectivity, device, and account issues.
- Maintained website and local server systems, including updates, account configurations, and performance checks.

Bank Street Patio Bar – Ocala, FL

Operations Manager & Systems Support Technician

February 2021 – March 2023

- Developed Python automation scripts that reduced nightly closing procedures by ~30 minutes per shift.
- Maintained 100% uptime for critical infrastructure (servers, POS, camera systems) through hurricanes and power disruptions using proactive planning and backup systems.
- Oversaw POS systems, network equipment, and security systems; performed troubleshooting, maintenance, and user training.
- Onboarded 15+ employees on POS workflows, operational systems, and technology usage.

Grace Japanese Steakhouse – Ocala, FL

Lead Server & POS Systems Technician

March 2016 – February 2021

- Led complete modernization of a 20-year-old POS system, managing vendor selection, installation, configuration, and staff training with zero downtime.
- Implemented tap-to-pay/contactless payment technology while maintaining PCI compliance.
- Integrated third-party delivery platforms (UberEats, Grubhub, BiteSquad) into the POS environment.
- Created documentation and trained entire staff on new system workflows and troubleshooting procedures.

PROJECTS

- Full Homelab SOC Deployment: Built multi-system network environment with VLAN segmentation, virtual machines, containerized services, and centralized logging using Splunk SIEM.
- Splunk Security Monitoring: Configured dashboards, alerts, and event correlation for authentication failures, network anomalies, and system performance monitoring.
- Self-Hosted AI System: Deployed Ollama + Open WebUI via Docker behind Cloudflare Tunnel with authentication controls for secure remote access.
- Network Defense Lab: Implemented pfSense/OPNsense firewall, packet capture tools, and network monitoring pipelines to study threat identification and traffic analysis.

CERTIFICATIONS

- CompTIA A+ (220-1201/1202)
- CompTIA Network+ (N10-009)
- CompTIA Security+ (in progress, est. Nov 2025)

EDUCATION

College of Central Florida — Advanced Mathematics (Relevant: Discrete Math, Statistics)