

HECTOR LUGO

956-432-3287 | haze.lugo@gmail.com | linkedin.com/in/hhlugo

CompTIA trifecta-certified IT professional with 6+ years of hands-on technical support experience in an enterprise school district environment. Graduating May 2026 with a B.S. in Computer Information Technology. Fluent in English and Spanish. Seeking a Cybersecurity Analyst role where I can apply proven skills in network security, threat detection, vulnerability assessment, and data integrity management.

CERTIFICATIONS

CompTIA Security+, CompTIA Network+, CompTIA A+, ISC2 Certified in Cybersecurity

TECHNICAL SKILLS

Networking: TCP/IP, Subnetting, VLANs, LAN/WAN, DHCP/DNS, Router & Switch Configuration, Wireshark, Network Troubleshooting

Security: Access Control, Data Privacy & Compliance, FERPA/TEA Regulatory Requirements

Systems/OS: Windows Server/Desktop, macOS, Linux (Kali), Active Directory (exposure), Group Policy

Hardware: PC Assembly & Repair, Workstation Deployment, Printers/Scanners/Peripherals, Mobile Devices (Android/iOS)

Tools/Software: Microsoft 365, Ticketing Systems, Inventory/Asset Management, VOIP Systems

EDUCATION

Bachelor of Applied Technology in Computer Information Technology | South Texas College (Expected May 2026)

TECHNICAL PROJECTS

Vulnerability Assessment Lab: Deployed vulnerable target environments (Metasploitable 2, DVWA) in an isolated virtual network. Conducted host discovery and service enumeration using Nmap, then identified exploitable vulnerabilities with Kali Linux tools. Documented findings in a formal assessment report with severity ratings and remediation recommendations.

SIEM Log Analysis Lab: Installed and configured Splunk Free to ingest and correlate logs from firewall, router, and Windows Event sources. Built custom dashboards and detection alerts for failed authentication attempts, port scanning activity, and anomalous outbound traffic patterns.

Network Traffic Analysis: Captured and analyzed live network traffic using Wireshark across a segmented home network to establish baseline behavior and detect anomalous activity. Documented methodology for differentiating normal traffic from indicators of compromise, including ARP spoofing signatures and DNS exfiltration patterns.

Segmented Home Network Lab: Designed and deployed a home network using VLANs to isolate IoT, media, and trusted devices. Configured firewall rules to enforce least-privilege inter-VLAN communication and implemented encrypted remote access via VPN tunnel to simulate secure enterprise access controls.

WORK EXPERIENCE

Attendance/Purchasing (IT Liaison) | Mission CISD Sep 2019 – Present

- Safeguard sensitive student records in strict compliance with TEA regulations and FERPA data privacy requirements, demonstrating applied knowledge of regulatory compliance frameworks.
- Manage procurement lifecycle for department technology assets, creating purchase orders, processing requisitions, and maintaining accurate inventory records for hardware and software resources.
- Serve as the secondary on-site technical resource for 10+ front office staff, performing workstation deployment, hardware troubleshooting, and peripheral configuration (printers, scanners, shredders).
- Diagnose and resolve Tier 1 network connectivity and software issues, reducing staff downtime during critical enrollment and testing periods by ensuring rapid triage and escalation.

Bilingual Billing & Tech Support | Charter Communications Mar 2018 – Sep 2019

- Provided remote technical support for residential internet and VOIP services, diagnosing physical layer issues, modem/router configuration problems, and network connectivity failures.
- Applied root-cause analysis to triage complex service interruptions, correctly differentiating between billing-related and technical issues to route cases efficiently.
- Communicated technical solutions clearly to non-technical customers in English and Spanish, improving first-call resolution and customer satisfaction metrics.