

JULIO ÁNGEL ROSA MEJÍA

INFORMATION SECURITY TECHNOLOGIST

ABOUT ME

I aspire to further develop my skills and contribute to a renowned company, aiming to expand my competencies in IT and Cybersecurity. My goal is to apply my abilities, grow professionally, and refine my expertise in my field.

CONTACT INFORMATION

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EDUCATION

Universidad del Caribe (UNICARIBE)

Bachelor's Degree in Software Engineering (In progress)
2025 – Present

Institute of Technology of the Americas (ITLA)

Information Security Technologist

- Graduated with academic honors 2022

Bachelor

Loyola Night School Dominican Republic, Santo Domingo

• 2016 - 2018

Languages

Spanish (Native)
English (Intermediate)

PROFESSIONAL EXPERIENCE

Internal IT Support Sr Analyst

PedidosYA – Santo Domingo, Dominican Republic | Jul 2021 – Present

- **Atassian/Jira Administrator**

- Comprehensive administration of the Atlassian suite (Jira Software, Jira Service Management, Confluence).
- Definition and approval of configuration standards and best practices.
- Design and configuration of high-complexity and business-critical projects.
- Implementation of advanced automations and optimized workflows.
- Integration of Jira/Confluence with core business systems.
- Advanced management of platform security, compliance, and performance.
- Scripting and advanced automations in Jira.
- Mentoring and training administrators and support teams.
- Optimization of existing workflows to improve traceability and team efficiency.
- Analysis and resolution of complex issues reported by users or detected on the platform.
- Strategic support for key business projects using Jira and Confluence.
- Collaboration with cross-functional teams to align tools with internal processes.

Internal IT Support Analyst

PedidosYA Dominican Republic, Santo Domingo|ago. 2021 - mar.2025

- Documentation of internal IT support procedures using Confluence.
- Atlassian Jira Software.
- Google Workspace.
- Office 365 Administration.
- Active Directory (DHCP, DNS, shared folders, users, and groups).
- Okta SSO.
- Kaspersky Cloud Antivirus, SentinelOne.
- Absolute.
- JumpCloud Administration.
- LAN/WAN networks with UniFi, Fortinet, and Aruba technology.
- Development of internal projects and proposals.
- Initial engagement and negotiations with vendors.
- SAP and Ariba management for service or asset purchasing/borrowing.
- IT department asset inventory.
- Onboarding of new employees.
- Remote support to more than 14 countries across LATAM.

Internal IT Support Analyst cont.

PedidosYA Republica Dominicana, Santo Domingo|ago. 2021 - mar.2025

- **User Training and Cybersecurity Best Practices**

Training employees on the proper use of technological devices and cybersecurity practices to prevent phishing attacks and other risks.

- **Technical Knowledge in Programming and Scripting**

Basic proficiency in SQL, JavaScript, and PowerShell for development and automation tasks.

- **Security Event Analysis and Management**

Experience in analyzing and managing security events using SIEM systems, with the ability to review and analyze activity logs, identify threat patterns, and proactively respond to incidents by implementing corrective actions based on cybersecurity best practices.

- **Antivirus Security Deployment and Administration**

Implemented large-scale antivirus deployment across all company devices using Absolute. Managed and administered Kaspersky and SentinelOne, including security report analysis and action plans to mitigate threats.

- **Database Administration and API Integration**
- Experience managing PostgreSQL databases and integrating them with APIs for business applications.

- **Automation Development with n8n**

Configured automations using APIs in the n8n platform, improving operational efficiency and reducing manual tasks.

- **Atlassian Suite Management**

Administration of Atlassian tools, including Jira, Confluence, and Jira Service Management. Implemented automations in Jira projects to optimize workflows and facilitate collaboration.

- **Round Robin Implementation in Jira Service Management**

Configured an automatic ticket assignment system using the Round Robin technique in Jira Service Management, improving workload distribution.

IT Support Intern

PedidosYA Dominican Republic, Santo Domingo| Mayo 2021 - jul.2021

- Administration of Active Directory
- Comprehensive IT assistance to employees
- Repair and replacement of computer equipment
- Resource and cost estimation and budgeting
- Comprehensive IT assistance to office workers both on-site and remotely
- Management of available computer equipment

Technical support

SuperFresh Market, Dominican Republic, Santo Domingo| March 2020 - July 2020

- Comprehensive IT assistance to employees
- Repair and replacement of computer equipment
- Responsible for performing Server Backups, as well as common tasks such as general equipment checkups, common connection issues, etc."

Certificates and Courses

- Fortinet NSE Institute – NSE 1 Network Security Associate (2021)
- Cisco Networking Academy – CyberOps Associate (2021)
- Cisco Networking Academy – NDG Linux Essentials (2020)
- Cisco Networking Academy – CCNA Routing & Switching (Fundamentals)
- Udemy – Customer Service Difficult Situations (2022)
- Udemy – MacOS in Depth (2022)
- LinkedIn Learning – PowerShell 5 Essentials
- Coursera – Technical Support Fundamentals (2023)
- European Academy – English Intermediate Certificate (2023)
- n8n Essentials Course (Basic & Intermediate) (2024)
- CompTIA Security+ (SY0-501) Module 1 (2021)
- Active Directory & Windows Server Administration

References

- Eng. Luis Eduardo Recio Perez – 📞 +1 (849) 864-9744
- Tech. Jonh Deivy Troncoso Arias – 📞 +1 (829) 533-1632
- Lic. Miguelina Brache Espinal – 📞 809-532-2648 (Certified Public Accountant)
- Lic. Ana Arabelis Mejía Lebrón – 📞 809-519-1803 (Lawyer, Constitutional Court M.A.)
- Yaquelin Inoa Tatis – 📞 829-851-3686 (C.P.A)
- Julio Sesar Rosa Sosa – 📞 829-793-8160