Freddy Flores

floreschavarriaf@rider.edu | linkedin.com/in/freddy-flores-cs | (908) 733-0491 | github.com/FloresFreddyGH

EDUCATION

Rider University **May 2028**
Bachelor of Science in Cybersecurity *Lawrenceville, NJ*

Raritan Valley Community College **Dec 2025**
Associate of Applied Science in Computer Networking & Cybersecurity *Branchburg, NJ*

CERTIFICATIONS

CompTIA: A+ | Network+ | Security+
Microsoft: Azure Fundamentals (AZ-900)
Cisco: Switching, Routing, and Wireless Essentials (CCNA)

EXPERIENCE

IT Assistant **Sep 2026 – Present**
Rider University | Office of Information Technology (OIT) *Lawrenceville, NJ*

- Resolve **ServiceNow support tickets** in a 4,000+ user environment, troubleshooting Windows, hardware/software, account access, MFA, printing, and network connectivity issues
- Troubleshoot **TCP/IP, DNS, DHCP, Wi-Fi, and endpoint connectivity**, using network configuration and device information to diagnose and escalate network-related incidents
- Document incidents and resolutions in **ServiceNow**, support secure account-access procedures, and escalate complex issues to specialized OIT teams

Technology & Product Fellow **Jul 2026 – Present**
Rider University | Institute for Economic & Community Impact (RIECI) *Lawrenceville, NJ*

- Collaborate with technology clients including **Unleashed Worldwide**, **NextGenEdu**, and **Minding Our Business** to evaluate and implement technology and product solutions at Rider University
- Evaluate **NextGenEdu's SOL AI platform**, testing AI interactions, prompting, UI/UX, onboarding, accessibility, and product features while developing recommendations based on client needs

IP Engineer Assistant Intern **Jun 2022 – Aug 2022**
Huawei *Costa Rica*

- Supported network documentation and equipment setup and used **Huawei router CLI** for configuration, monitoring, and troubleshooting
- Developed hands-on experience with **routing, switching, IP networking, and network infrastructure**

PROJECTS

SOC / SIEM Detection Lab | *Windows, Sysmon, Splunk/Wazuh*

- Built a home **SOC environment** to collect endpoint telemetry, simulate malicious activity, and investigate logs, alerts, and suspicious behavior
- Performed **SIEM monitoring, detection, investigation, and analysis** using centralized Windows and Sysmon security events

Active Directory Security Lab | *Windows Server, Active Directory, Group Policy*

- Built a Windows domain with multiple clients and configured **users, groups, authentication, permissions, and Group Policy**
- Tested security misconfigurations and applied **Active Directory hardening** techniques in an enterprise-style environment

LEADERSHIP & ACTIVITIES

DAIS Vice President | Data Analytics & Information Systems Club, Rider University 2026 – Present
Technology & Cybersecurity Peer Mentor | Rider University 2026 – Present

Tutor technology and cybersecurity students on technical concepts and **IT/cybersecurity certification preparation**

SKILLS

Security: SIEM, Sysmon, Splunk/Wazuh, Active Directory Security, Access Control, Authentication, Security Monitoring
Networking: TCP/IP, DNS, DHCP, Routing, Switching, VLANs, Network Troubleshooting, CCNA IOS CLI
Systems/IT: Windows, Windows Server, Active Directory, Group Policy, Hardware/Software Troubleshooting, Technical Support
Languages: English (Fluent), Spanish (Native)