Ethan Cardenas

ethan.cardenas@georgebrown.ca · +1 123-1234-1234

Professional Summary

Detail-oriented and motivated IT/Cybersecurity professional with hands-on experience in technical support, system troubleshooting, and foundational security practices. Skilled in networking, programming (C and Python), and hardware diagnostics. Strong communicator with a history of delivering effective solutions in retail and service-based environments.

Certifications

- Cisco Certified Network Associate (CCNA)

- CompTIA Security+

- CompTIA A+

- Google IT Support Professional Certificate

Technical Skills

Networking: LAN/WAN configuration, TCP/IP, routing & switching, VLANs, firewalls, Wi-Fi setup and security, network monitoring tools.
Cybersecurity: Basic penetration testing tools, threat analysis, secure configuration, vulnerability scanning, authentication & access control.
Programming: C, Python (automation scripts, network tools, basic Xlib programming, basic low-level kernel drivers/modules).
Operating Systems: Windows (all versions), Linux (Ubuntu, Arch, Debian, Guix/Nix, etc.), macOS.
Hardware: PC building, diagnostics, component replacement, peripheral configuration.
Tools: Wireshark, Nmap, Cisco Packet Tracer, Splunk, fail2ban, Git.

Work Experience

Canada Computers — Technical Sales & Support   *Feb 2025–Present*

- Provide hardware and software troubleshooting for desktops, laptops, and networking equipment.

- Assist customers with selecting components, building PCs, and configuring systems.

- Perform virus removals, OS installs, and system optimizations.

- Guide customers through secure setup practices and data backup procedures.

- Build a variety of different computers (gaming, office, servers).

Best Buy — Geek Squad Consultation Agent   *Jan 2024–Feb 2025*

- Delivered front-line technical support including device setup, diagnostics, and repairs.

- Implemented secure wireless network configurations for home users.

- Educated clients on cybersecurity fundamentals and safe technology usage.

- Managed ticketing, documentation, and escalation of complex issues.

SOSComputers — Computer Repair Technician *Jan 2023–Jun 2024*

- Repaired desktops and laptops, including motherboard diagnostics and component-level fixes.

- Configured small business networks and performed on-site troubleshooting.

- Assisted in malware removal, system recovery, and secure data handling.

- Developed Python scripts to automate network connectivity testing.

Education

Diploma in Information Technology & Networking
George Brown College, Toronto — Currently Attending

Projects

- **Network Automation Script (Python):** Automated IP scanning and port checking for small office networks.

- **C-based File Integrity Checker:** Created a lightweight tool to verify checksum changes in sensitive directories using hashing.

- **Home Lab:** Virtualized environment with Windows Server, Ubuntu, pfSense firewall, and basic SIEM setup.

Additional Skills

- Strong customer service and communication abilities.

- Ability to work independently or in team environments.

- Excellent problem-solving and analytical thinking.

References

Available upon request.