MATHEW MONTALVO

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PROFESSIONAL SUMMARY

Network Operations Technician with practical experience troubleshooting TCP/IP, DNS, DHCP, VLANs, routing, NAT, firewall policies, monitoring visibility, and endpoint connectivity. Built a NOC lab using Cisco switching, Palo Alto segmentation, Windows Server, Wazuh network monitoring, Snort IDS, vulnerability scanning, and ServiceNow ticketing workflows. CompTIA Network+ certified with live field deployment experience in structured cabling and network device configuration.

TECHNICAL SKILLS

Networking: TCP/IP, DNS, DHCP, VLANs, subnetting, routing, NAT, VPN, firewall zones, port mirroring, Palo Alto, Cisco IOS, MikroTik

Monitoring / Ticketing: Network monitoring, Wazuh, Snort IDS, Nessus, OpenVAS/GVM, ServiceNow, incident escalation, SLA tracking, root cause analysis, incident documentation

Systems: Windows Server, Active Directory, Group Policy, Ubuntu Server, NGINX, Docker, Windows 10/11

Tools: Nmap, Wireshark, PowerShell, Bash, tcpdump, Pi-hole, Tailscale, RDP, AnyDesk, TeamViewer

NETWORK OPERATIONS PROJECTS

NOC Lab Environment | *Palo Alto* | *Cisco Switching* | *VLANs* | *AD/DNS/DHCP* | *Wazuh* | *Snort* | *Nessus* | *ServiceNow*

- Built a NOC lab with Palo Alto firewall segmentation, Cisco switching, Windows Server domain services, Wazuh network monitoring, Snort IDS, and ServiceNow ticketing workflows.
- Configured Active Directory, DNS, DHCP, domain-joined clients, VLAN segmentation, firewall zones, and controlled inter-VLAN communication.
- Troubleshot DNS, DHCP, routing, VLAN connectivity, firewall policy, SIEM agent, and IDS visibility issues; documented incidents with escalation-ready notes and root cause analysis.
- Configured Cisco port mirroring to feed traffic to Snort IDS and validated alerts from Nmap scans, ICMP traffic, authentication events, and vulnerability scans.
- Ran Nessus and OpenVAS/GVM scans against Windows and Linux targets; reviewed severity-based findings and documented remediation recommendations.

Home Cloud Infrastructure Lab | *Ubuntu Server* | *Docker* | *Pi-hole* | *Nextcloud* | *Tailscale* | *Portainer*

- Deployed Pi-hole DNS filtering and Tailscale private remote access; managed Docker services with Portainer and validated DNS, routing, and remote connectivity.

PROFESSIONAL EXPERIENCE

Independent IT Technician | Tech West PC Repair | San Sebastian, PR **2023 – Present**

- Provide network and systems support for residential and small-business clients across 12+ recurring accounts, resolving DNS issues, Wi-Fi failures, hardware faults, malware infections, and connectivity problems.
- Explain technical findings in plain language, manage expectations, and provide written service summaries with follow-up recommendations.
- Perform hardware upgrades, OS installations, system imaging, BIOS updates, backups, and post-repair validation with 90%+ same-day resolution.

Practicum Intern | ITAuditors PR | Puerto Rico **2026 | 180 Hours**

- Deployed MikroTik routers and Grandstream devices across 5 live client environments; assisted with configuration notes and device handoff.
- Performed structured cabling, rack organization, patch panel termination, wall plate installation, and end-to-end connectivity testing.

EDUCATION & CERTIFICATIONS

B.S. Computer and Network Technology, Minor in Network Security | GPA: 3.73 | **Graduated June 2026**
Inter American University of Puerto Rico, Aguadilla Campus | Highest GPA in Concentration

Certifications: CompTIA A+ | CompTIA Network+ | CompTIA ITF+ | TestOut PC Pro | TestOut Ethical Hacker | TestOut IT Fundamentals Pro | CompTIA Security+ (In Progress)