

John A. Suarez

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EDUCATION

Florida International University (Chapman Graduate School of Business)

Aug. 2023 – Current

Miami, FL

- Master of Science: **Information Systems**
 - Concentration: Business Cybersecurity
 - Degree Expected: **Dec. 2024**

Florida International University

Jun. 2018 – May. 2022

Miami, FL

- Bachelor of Arts: **Political Science**
 - Magna Cum Laude | **3.70 GPA**
 - Dean's List | 2018-2022
- Minor: International Relations and Affairs
- Certificates: Cybersecurity Intelligence and Information Policy, National Security Studies, and Pre-Law Skills & Professional Values

WORK EXPERIENCE

Mobile Technologies Inc. (MTI)

Apr. 2023 - Current

IT Field Service Technician

Miami, FL

- Providing technical support to retail clients and addressing their inquiries and concerns.
- Installing and configuring MTI security hardware in several retail locations.
- **Clients Serviced:** AT&T, Best Buy, BJ's, Brandsmart, Conns, Costco, CVS, Giorgio Armani, Home Depot, Lowes, Nordstrom Rack
- **Support Provided:** Incident Response, Mobile Device Security Management, Signage Software Installation, Network/Server Configuration, POS System Maintenance, End-User Training

GameStop

Oct. 2018 – Apr. 2019

Senior Game Advisor

Hialeah, FL

- Introduced game-related devices to customers for increased customer satisfaction and sales.
- Performed managerial duties such as employee scheduling, recapping weekly corporate sales goals, and implementing best practices with which to comply and exceed said goals.

OTHER

Languages:

- English & Spanish (Bilingual/Native Proficiency)

Technical Skills:

- Programming: Python, Visual Paradigm, Lucid Chart
- Data Analytics: SQL, Microsoft Project, Power BI, Office Suite (Word, PowerPoint, Excel)
- Hardware: Raspberry Pi, Hardware Troubleshooting, Testing, System Assembly

Other Skills:

- Writing: Cybersecurity Policy Development, Report Writing, Translation Skills
- Soft Skills: Communication (verbal/written), Problem-solving, Time management, Leadership, Adaptability