

DANIEL MONBROD

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IT Support Analyst | Security Operations & Compliance | Bilingual English/Spanish

PROFESSIONAL SUMMARY

IT Support and Cybersecurity professional with hands-on experience supporting site-level technology operations, troubleshooting workstations, POS systems, printers, network connectivity, peripherals, and vendor escalations. Strong foundation in cybersecurity, compliance, risk assessment, audit preparation, control documentation, and remediation tracking. Experienced in technical documentation, ticketing/workflow coordination, vulnerability assessment, networking fundamentals, cloud platforms, and virtualized lab environments. Known for clear communication, bilingual English/Spanish support, documentation accuracy, and translating technical issues into practical solutions for users, teams, and business operations.

CORE SKILLS

- Tier 1 / Tier 2 IT Support
- Desktop, POS & Peripheral Troubleshooting
- Hardware, Software & Connectivity Support
- User Support & Technical Issue Resolution
- Ticketing, Escalation & Vendor Coordination
- Network Cabling, VPNs, Firewalls & TCP/IP
- Security Operations & Incident Response
- Risk Assessment & Remediation Tracking
- SOC 2, NIST RMF, ISO 27001 & CIS Controls
- Audit Preparation & Control Documentation
- Technical Documentation & Reporting
- Bilingual English/Spanish Communication

TECHNICAL PROFICIENCIES

Operating Systems, Infrastructure & Support: Windows workstations, Linux, POS systems, printers, UPS systems

Networking & Connectivity: TCP/IP, VPNs, firewalls, Cisco networking, network cabling, connectivity troubleshooting

Cybersecurity, GRC & Assessment Tools: ZenGRC, Jira, Nessus, Wireshark, Nmap, Metasploit

Security Frameworks & Standards: NIST RMF, SOC 2, ISO/IEC 27001, CIS Controls

Cloud & Virtualization Platforms: Microsoft Azure, virtualized lab environments, VMware, Hyper-V, VirtualBox

Programming & Scripting: Python, Ruby, HTML

Regulatory Familiarity: HIPAA, GLBA, PCI DSS

EXPERIENCE

Beggars Pizza Bar & Grill — Manager & Site-Level IT Support

New Lenox, IL | Fall 2016 – Present

- Supported site-level IT operations, troubleshooting POS systems, workstations, printers, peripherals, network connectivity, UPS systems, and related operational technology to maintain reliable business operations.
- Resolved Tier 1/Tier 2 technical issues, coordinated vendor escalations, and documented recurring incidents to minimize downtime and support operational continuity.
- Promoted to Manager in 2020 after four years of progressive experience from entry-level roles through demonstrated leadership, adaptability, and performance.
- Managed a 20+ person bilingual team in a high-volume service environment, overseeing scheduling, staffing, training, conflict resolution, inventory, and customer service across shifts handling approximately 300–450 orders.
- Maintained technical, operational, employee performance, incident, health/safety, and compliance-related documentation to support procedural consistency, inspection readiness, and reporting requirements.
- Oversaw opening/closing procedures, cash reconciliation, equipment readiness, and premises safety, demonstrating accountability, attention to detail, and operational risk awareness.
- Implemented process improvements, including inventory tracking, digital scheduling tools, and order-accuracy protocols, while facilitating bilingual English/Spanish communication to improve workflow efficiency, training, and service consistency.

iManage — Security Compliance Analyst Intern

Chicago, IL | Summer 2023 – Spring 2024

- Conducted internal audits and cloud risk assessments aligned with NIST RMF and ISO 27001, identifying control gaps, vendor risks, and remediation opportunities.
- Mapped 80+ SOC 2 controls into the internal GRC framework to improve control standardization, clarify audit evidence requirements, and streamline preparation workflows.
- Managed findings and coordinated remediation activities in ZenGRC and Jira, partnering with GRC, security, and engineering teams to track ownership, priorities, and status updates.
- Drafted control descriptions, encryption key management procedures, and compliance documentation to clarify control intent, operating effectiveness, ownership, and evidence expectations.
- Created weekly risk posture summaries and control health dashboards to give leadership clearer visibility into remediation status, control performance, and mitigation priorities.
- Delivered concise risk-oriented briefings that translated technical findings into operational, security, and business impact for cross-functional stakeholders.

PROJECTS

Windows System Self-Healing Toolkit

- Developed a modular PowerShell toolkit for Windows 10/11 diagnostics and repair, with structured workflows for system file checks, disk repair, restore point creation, Windows Update reset, network reset, DNS flush, Microsoft Store repair, and app re-registration.
- Built an admin-aware, menu-driven troubleshooting workflow with timestamped logging, error handling, user confirmations, help documentation, and version tracking to support safer, more consistent endpoint repair.

Multi-Site Tutoring Center Infrastructure Capstone

- Designed a secure three-site tutoring center infrastructure, grouping core controls across perimeter defense, network segmentation, encrypted site-to-site connectivity, data protection, web filtering, and centralized monitoring with Fortinet firewalls, IDS/IPS, DLP, VLANs, IPsec VPN tunnels, and Microsoft Sentinel SIEM.
- Created IP addressing and subnetting plans, defined access control concepts, and documented implementation steps, alerting processes, user training guidance, and IT support procedures to support deployment readiness and ongoing operations.

CERTIFICATIONS

- Certified in Cybersecurity — ISC² | 2024
- Cisco CyberOps Associate — Cisco | 2022
- IT Computer Support Certificate — Joliet Junior College | 2022
- Cybersecurity Certificate — Joliet Junior College | 2022
- Advanced Cybersecurity & Net-Dev Certificate — Joliet Junior College | 2022

EDUCATION

Bachelor of Science in Cybersecurity, Minor in Computer Science

Lewis University | May 2025

Associate of Arts

Joliet Junior College | August 2024

Associate of Applied Science in Cybersecurity

Joliet Junior College | August 2022