

Andrew Kapaldo

Morgantown, WV

[in LinkedIn.AndrewKapaldo.com](https://www.linkedin.com/in/AndrewKapaldo.com)

PROFESSIONAL PROFILE

Dedicated cybersecurity professional with over 10 years of supporting information technology and leadership experience. Passionate about keeping systems secure and private. Skilled purple teamer focusing on securing systems and internal threat hunting.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows 10 & 11, Mac OSX, Apple iOS, Android, Linux

Security Tools: Splunk, Tenable.SC, Nmap, Burpsuite, Cisco ISE, Cisco FirePower, Trellix (McAfee) ePO

Languages: SQL, HTML, CSS, Python, PowerShell

Software: MS Office, SharePoint, Active Directory

CERTIFICATIONS

- Associate of (ISC)² - SSCP
- EC-Council Certified Encryption Specialist (ECES)
- CompTIA Security+
- FEMA - ICS 546 (Continuity of Operations Awareness)
- CompTIA Network+
- FEMA - ICS 547 (Introduction to Continuity of Operations)
- CompTIA A+

PROFESSIONAL EXPERIENCE

Cybersecurity Analyst

December 2021 - Present

Amentum for the US Dept. of Energy

Remote/Morgantown, WV

Ensure the secure operation of computer hardware, software systems, and network infrastructure, including routers, switches, servers, and VOIP telephony. Supporting confidentiality, integrity, and availability of information systems owned by the Department of Energy.

- Support Security Operations Center (SOC) operations on a rotating basis for event and incident response.
- Maintain systems to protect data from unauthorized users and monitor compliance with the organization's information security policies and procedures.
- Perform daily monitoring activities, including analysis of logs and reports from firewalls and other boundary protection devices to identify and investigate anomalous log entries which impact the confidentiality, integrity, or availability of information systems using Splunk and other tools.
- Create and monitor dashboards in Tenable.SC to identify vulnerabilities and compliance issues that apply to systems and applications to assess their severity and urgency.

Help Desk Technician

November 2019 – December 2021

Amentum for the US Dept. of Energy

Remote/Morgantown, WV

Supported end users and captured information regarding their needs and requests via phone, email, and in-person requests. Entered them into the ticket tracking system and followed up to completion. Educated users on the use of hardware such as PCs, printers, scanners, and IP phones and a wide range of software such as Adobe Creative Cloud, ArcGIS, and Office 365.

- Resolved end-user requests and verified full functionality of repairs.
- Provided end-user education on general computer use and various software use.
- Basic Cisco switch configuration (Port descriptions, Sticky MAC addresses, VLAN, and MAC lookups).
- Updated user information, distribution groups, and certificate mappings in Active Directory.

Information Management

January 2019 – November 2019

ATA Services for the US Dept. of Energy

Morgantown, WV

Supported all aspects of managing the lifecycle of Federal records, including, creation, capture, retrieval, operations, disposition, deliverables, projects, and new records initiatives. Worked seamlessly with a geographically dispersed team of resources and requestors.

- Designed and implemented SharePoint 2016 pages for the records group and assisted in the transition from SharePoint 2010. Implemented security policies on records team pages.
- Identified and protected sensitive information from unauthorized disclosure according to policy and regulatory guidance.
- Performed searches and record requests from internal and external agencies for the Energy Employees Occupational Injury Compensation Program Act, Privacy Act, and Freedom of Information Act.

Community Business Development Manager

October 2015 – June 2018

Barnes & Noble

Morgantown, WV

Content and device management, troubleshooting, and support of NOOK and Samsung branded Android devices for end users in enterprise settings. Responded via email, phone, and in-person to customers with questions or who want to place orders, manage devices, or set up purchasing accounts. Outside sales and marketing to schools and businesses to drive interest in discount programs, events, and purchasing of books and digital devices.

- Top outside sales over the goal for the Pittsburgh district for 2017 with 22.5% over the goal.
- Social media marketing and content curation for the store’s social media channels to drive interest in programs, products, and events – the store was in the top 10 most Facebook likes in the company, just behind stores in New York City, Dallas, and Los Angeles.

Assistant Store Manager

April 2013 – October 2015

Barnes & Noble

Morgantown, WV

Managed all store operations including opening, securing at closing, safe balancing, sales goals, employee schedules, and employee and customer service issues. Creating weekly employee schedules and daily assignment sheets.

- Troubleshoot and repaired customer-owned Nook devices. Worked with the store support team to diagnose and repair issues with store PCs, Servers, and Point-of-Sale systems.
- Interviewed, hired, and onboarded booksellers, department leads, and managers. Coach and develop booksellers to create a bench for future leadership positions.

VOLUNTEER EXPERIENCE

Search & Rescue/Board of Directors

September 2017 - Present

Mountaineer Area Rescue Group

Morgantown, WV

- Search for lost and missing persons and, when found, medically stabilize and evacuate them in wilderness and urban-facing environments. Leading and assisting with rope rescue of lost and missing persons.
- Content curation and social media marketing for the group’s Facebook page.
- Serving on the board of directors as the Secretary, Vice President, and now Treasurer. Also serving as the Assistant Information Technology Officer of social media.

Web Developer

April 2014 - Present

WV Association of the Deaf

Morgantown, WV

- Updating and maintaining content on the association web page, WVAD.org.

EDUCATION

Bachelor of Science in Cybersecurity and Information Assurance

Anticipated: December 2022

Western Governors University

Salt Lake City, UT

Associate of Applied Science in Information Systems

May 2021

Certificate of Applied Science in Cyber Security

May 2021

Pierpont Community and Technical College

Fairmont, WV