RAUL PEREZ FUNG

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Computer Engineer | IT Support | Cybersecurity • Authorized to work in the U.S.

PROFESSIONAL SUMMARY

Computer Engineer with 1+ year of Tier 1/Tier 2 IT support experience in Windows environments and hands-on lab experience in SIEM monitoring, Windows event analysis, networking, and Active Directory administration. Experienced in hardware/software troubleshooting, operating system support, network connectivity, pfSense, Squid Proxy, Wazuh, Windows Server 2022, Active Directory, PowerShell, Python, and Linux. eJPT-certified and targeting IT Support, Technical Support, and entry-level Security Operations roles.

TECHNICAL SKILLS

IT Support: Windows 10/11, Windows Server 2022, Tier 1/Tier 2 troubleshooting, hardware/software diagnostics, OS deployment/recovery, remote support, Active Directory, user/group management, Group Policy, NTFS/share permissions, Sysinternals, Clonezilla, AnyDesk, TeamViewer
Security: Wazuh, Windows Event Logs, SIEM fundamentals, log analysis, Wireshark, Nmap, Hydra
Networking: TCP/IP, DNS, DHCP, SMB, IP addressing, network troubleshooting, pfSense, Squid Proxy
Scripting & Systems: PowerShell, Python, Bash, SQL, Linux

PROFESSIONAL EXPERIENCE

IT Analyst - SISalud | Maracaibo, Venezuela | Jul 2023 - Jul 2024

- Provided Tier 1 and Tier 2 support for Windows desktops and workstations, resolving hardware, software, operating system, connectivity, and user issues.
- Installed and configured pfSense as the organization's core network/firewall platform and worked with Squid Proxy for network access and traffic management.
- Supported local servers, user access, backups, database maintenance, and physical network infrastructure; assisted with workstation deployment, recovery, and remote troubleshooting.
- Used Windows and diagnostic utilities, including Sysinternals and Process Hacker, to investigate system behavior and resolve technical incidents.

TECHNICAL PROJECTS

Wazuh SIEM & Telegram Alerting Lab

- Built a virtualized lab with Wazuh Server, Windows 11, Ubuntu Server, and Kali Linux; generated failed-authentication telemetry and reviewed Windows security events and Wazuh alerts.
- Integrated Telegram notifications for high-severity alerts and practiced a SOC-style workflow from telemetry generation through alert validation.

Active Directory Homelab

- Built a Windows Server 2022 domain environment with Active Directory Domain Services and joined a Windows 11 client to the domain.
- Created and managed users, groups, and Organizational Units; configured Group Policy, NTFS/share permissions, shared folders, and practiced common access and troubleshooting scenarios.

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Computer Engineering - Rafael Belloso Chacin University (URBE) | Apr 2017 - Aug 2023
Certifications: Junior Penetration Tester (eJPT) - Dec 2025 • Google IT Support Specialization - Apr 2026 • Using Python to Interact with the Operating System - Jun 2026