

Anthony Barragan

Tier 1 Support Technician — Cybersecurity & Information Assurance

U.S. SECRET CLEARANCE — ACTIVE

EXPERIENCE

Tier 1 Support Technician (Secret) — The Bowen Group Jan 2023 – Present

- Provide technical support to end users, troubleshooting and resolving hardware, software, system and application issues of varying scope, sustaining a 100% customer-satisfaction rating.
- Coordinate incident management and escalations with prompt, decisive resolutions — meeting 100% of SLAs — and analyze data to identify root causes and prevent recurrence.
- Maintain detailed helpdesk ticket records of steps taken, test results and resolution data to facilitate knowledge sharing across the department.

Electronics Technician III (Secret) — Northrop Grumman Jan 2018 – Dec 2023

- Troubleshoot complex hardware and software issues across multiple operating systems, closing hundreds of tickets weekly while maintaining secure environments, meeting 100% of SLAs and lowering downtime.
- Programmed flight-embedded hardware via Linux shell terminal commands, maximizing system functionality and enabling precise operation during flight missions.
- Led assembly, testing and launch of supersonic sea-skimming targets for Navy defense exercises, establishing streamlined processes that met 100% of timelines.
- Coordinated thorough diagnostic testing on 50+ systems, identifying and resolving system issues, bugs and vulnerabilities to maximize reliability and security.

Field Service Engineer — Edwards Vacuum Jan 2017 – Dec 2017

- Provided technical and engineering support for complex hardware and software systems in the sub-fabrication area of Intel's semiconductor facility.
- Assembled and tested modules, cables and dry pumps in line with the daily production plan, focusing on quality and output targets.

CERTIFICATIONS & TRAINING

- CompTIA A+ · CompTIA Network+ · CompTIA Security+ · CompTIA Project+ · CompTIA CySA+
- (ISC)² SSCP · ITIL · LPI Linux Essentials

TECHNICAL SKILLS

- VMware · Operating systems · Network engineering & security
- Information-security compliance · System troubleshooting
- VPN · TCP/IP · VoIP · IT operations
- AI LLMs · AI voice agents · AI prompt engineering

EDUCATION

- B.S., Cybersecurity and Information Assurance**
Western Governors University · 2022–2025
- B.B.A., Business Administration**
American Public University · 2014–2015
- A.A.S., Computer Electronic Engineering**
ITT Technical Institute · 2002–2003

KNOWLEDGE, SKILLS & ABILITIES

- Customer service · Phone etiquette · Helpdesk operations management · Account & server management
- Data management · Computer hardware · Microsoft Office Suite · Technical writing
- User-support analysis · Problem-solving · Attention to detail · Organizational skills