

Ricardo Campos

IT Support · Cybersecurity

CONTACT

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SKILLS

- Incident Detection & Response
- Vulnerability Assessment & Mitigation
- SIEM & Log Analysis
- Linux Command Line & System Hardening
- SQL for Security Analysis
- Identity & Access Management (IAM)
- End-User Troubleshooting & Support
- Networking Fundamentals
- Windows & OS Administration
- MDM Platforms
- B2B Client Management
- Team Leadership & Coaching

PROFESSIONAL SUMMARY

IT and cybersecurity professional in training with 6+ years managing technical environments, teams, and complex customer escalations in wireless retail. Holds Google IT Support and Google Cybersecurity Professional Certificates; pursuing a B.S. in Cybersecurity & Information Assurance at WGU (expected Dec 2026). Adept at translating business needs into technical solutions and communicating clearly with both technical and non-technical stakeholders. Seeking an IT support or help desk role in Orlando to apply growing technical credentials in a hands-on environment.

WORK HISTORY

Store Manager & Technical Operations

Wireless Vision LLC. (T-Mobile) · Apopka, FL | Jul 2025 – Present

- Managed a fleet of 20+ demo devices — installing software, performing OS and firmware updates, and maintaining all devices in operational condition for customer-facing use.
- Oversaw all in-store technical systems including POS, inventory platforms, and device management tools; coordinated hardware/software issue resolution with corporate IT teams.
- Delivered hands-on device troubleshooting and technical support for customers across mobile hardware, software configuration, and network connectivity — resolving complex issues on first contact.
- Trained and coached a team of 8 on device setup, software installation, and technical troubleshooting workflows, reducing escalations and improving resolution times.
- Maintained compliance with data security protocols, corporate IT policies, and software licensing standards across all store operations.

Business Sales Manager

Cellular Sales – Verizon Authorized Retailer · Orlando, FL | Feb 2024 – Jul 2025

- Consulted B2B clients on device fleets, network solutions, and IoT; supported MDM enrollment and device configuration onboarding.
- Served as technical escalation point for business accounts; grew B2B revenue 20% in six months.

Acquisitions Specialist

Range Property Group · Remote | Jan 2022 – Mar 2024

- Managed CRM pipelines and market analysis tools; recognized as Top Salesman for acquiring assets exceeding \$5M in 2023 (25% ROI).

Sales Manager

Wireless Zone – Verizon Authorized Retailer · Marco Island, FL | Feb 2020 – Feb 2022

- Resolved customer technical issues across devices, connectivity, and account systems; drove 20%+ monthly revenue growth through coaching and needs analysis.

EDUCATION & CERTIFICATIONS

B.S. Cybersecurity & Information Assurance

Western Governors University — Expected December 2026

Competency-based degree program covering network security, threat detection, risk management, system hardening, and incident response. Bundled industry certifications included in coursework.

CompTIA A+ Network+ Security+ CySA+ PenTest+ ITIL

Google Cybersecurity Professional Certificate

Google — February 2026

Comprehensive training in cybersecurity fundamentals including SIEM tools, log analysis, network security, system hardening, and incident response frameworks.

SIEM Incident Response Network Security System Hardening

Google IT Support Professional Certificate

Google — August 2025

Hands-on training covering IT fundamentals, networking, operating systems, system administration, troubleshooting, and end-user support best practices.

IT Fundamentals Networking OS Admin Troubleshooting

High School Diploma

Gulf Coast High School, Naples FL — May 2021

Graduated with academic distinction.

ACT: 34 SAT: 1450