

AMERICA TRUJILLO

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JUNIOR CYBERSECURITY & GRC ANALYST | SOC SUPPORT | RISK & COMPLIANCE

Detail-oriented junior cybersecurity and GRC analyst with a background in legal, compliance, operations, remote support, ticket handling, data validation, and structured documentation. Trained in cybersecurity fundamentals, incident response concepts, alert triage, network security, access control, vulnerability identification, and security monitoring workflows.

Experienced in reviewing sensitive information, documenting issues with accuracy, following structured procedures, escalating complex cases, and maintaining organized records in fast-paced environments. Recently completed the Google Cybersecurity Certificate and developed Python-based cybersecurity projects focused on fraud detection, data validation, anomaly identification, risk scoring, and governance documentation.

Seeking a remote junior cybersecurity, SOC support, GRC, risk, or compliance analyst role focused on security monitoring, incident triage, documentation, controls, escalation, and continuous cybersecurity growth.

CORE SKILLS

SOC Monitoring Concepts | Alert Triage | SIEM Monitoring Workflows | Incident Response Concepts | False Positive Analysis | Incident Escalation | Security Event Monitoring | Playbook-Based Response | SOP Compliance | SOC Documentation | Case Management | Ticket Management | Timestamped Documentation | Audit-Ready Records | Risk Identification | Vulnerability Awareness | Access Control Concepts | MFA Concepts | Endpoint Security Concepts | Firewall Logs | IDS/IPS Concepts | Phishing Awareness | Malware Awareness | DDoS Awareness | TCP/IP | DNS | VPN | HTTP/FTP | Remote Troubleshooting | Data Validation | Compliance Support | Technical Writing | Team Collaboration | Bilingual English/Spanish Communication

TECHNICAL TOOLS & CONCEPTS

Microsoft 365 | Windows 10/11 | Google Workspace | Active Directory Concepts | Networking Fundamentals | LAN/WAN Concepts | Firewalls & VPN Concepts | Endpoint Detection & Response Concepts | SIEM Concepts | Security Awareness Training Concepts | NIST Cybersecurity Framework | NIST AI Risk Management Framework | Python | GitHub | Excel | Remote Support Environments | Ticketing Workflows | Documentation Workflows

PROFESSIONAL EXPERIENCE

KAWAHARA NURSERIES — Morgan Hill, CA

Availability Administrator

2026 – Present

- Manage time-sensitive availability and inventory data updates using PICAS, ensuring accurate product visibility and preventing duplicate, outdated, or incorrect inventory allocation.
- Review detailed field team inputs, validate counts, identify discrepancies, and update system records with strong accuracy and attention to detail.
- Monitor operational information across multiple product categories and coordinate with internal teams to confirm data accuracy and resolve issues quickly.
- Follow structured procedures to document changes, maintain clean records, and support reliable decision-making across daily workflows.
- Apply quality control practices to reduce errors, improve record accuracy, and support accountability in a fast-paced operational environment.
- Communicate status updates, corrections, and blockers clearly to internal teams while prioritizing urgent tasks and time-sensitive updates.

LOWE'S — Gilroy, CA

Retail Fulfillment Team Leader

2025 – 2026

- Led daily fulfillment operations, including order preparation, staging, tracking, issue resolution, and workflow coordination in a high-volume retail environment.
- Monitored order status, identified delays or fulfillment gaps, and documented operational issues to support timely resolution.
- Coordinated across departments to resolve service issues, improve accuracy, and ensure completion of customer and internal requests.

- Followed established procedures to manage multiple priorities, respond to escalations, and maintain accurate records under time-sensitive conditions.
- Built transferable skills in troubleshooting, task prioritization, team coordination, documentation, quality assurance, and operational escalation.

ADDITIONAL RELEVANT EXPERIENCE

SIGO SEGUROS — Remote / Texas

Underwriting Assistant / Remote Support

- Supported remote insurance underwriting operations by reviewing, correcting, and validating customer data, policy information, identification details, addresses, and risk-related documentation.
- Processed high-volume support tickets and operational requests while maintaining accuracy, confidentiality, and attention to detail.
- Worked remotely with underwriters and internal teams to resolve documentation issues, correct data errors, and support policy processing.
- Handled personally identifiable information, compliance-sensitive records, and numerical data with strong accuracy and discretion.
- Developed experience in remote support, ticket management, risk documentation, data validation, customer service, and operational quality control.

ZIPCAR / TELEPERFORMANCE — Remote

Bilingual Customer Support Representative

- Provided remote customer support by troubleshooting account, billing, reservation, and service-related issues.
- Documented customer interactions, followed established procedures, and escalated complex cases for timely resolution.
- Supported users in a remote environment while maintaining professionalism, accuracy, and clear bilingual communication.
- Built foundational help desk skills including issue intake, troubleshooting, documentation, escalation, and customer-facing support.

LEGAL / TRADEMARK OFFICE — Mexico

Legal Assistant / Trademark Registration Support

- Prepared, reviewed, and organized legal and administrative documentation for trademark registration processes.

- Conducted document validation, data entry, case tracking, and follow-up with attention to compliance and procedural accuracy.
- Developed analytical, documentation, research, and regulatory interpretation skills transferable to cybersecurity governance, compliance, and risk documentation.

CYBERSECURITY & TECHNICAL PROJECTS

Cybersecurity Risk Assessment & Incident Response Documentation Framework

- Created a cybersecurity risk assessment framework documenting threats, vulnerabilities, likelihood, impact, controls, remediation priorities, and escalation logic.
- Documented security scenarios involving phishing, malware, access control risks, suspicious activity, and operational vulnerabilities.
- Applied structured analysis to identify risks, prioritize incidents, map controls, and support clear documentation for review, escalation, and audit readiness.

Python Cybersecurity / Data Validation Projects

- Built Python projects focused on fraud detection, anomaly identification, data validation, risk scoring, and structured security-related analysis.
- Applied Python fundamentals to clean data, flag irregular patterns, organize outputs, and support risk-based decision-making.
- Published project work through GitHub to demonstrate technical learning, documentation discipline, and applied cybersecurity interest.

AI Credit Risk Governance Framework — GitHub Project

- Developed a structured governance framework focused on AI risk, credit risk systems, compliance alignment, bias identification, and model risk controls.
- Created documentation including risk taxonomy, scoring matrix, regulatory alignment map, model inventory structure, and fairness testing framework.
- Aligned project concepts with NIST AI RMF, model risk management, fair lending, and governance best practices.

TrustShield GRC — Vendor Risk & Evidence Engine

Built a Python + Streamlit GRC tool that evaluates vendor cybersecurity risk, identifies missing compliance evidence, maps findings to security frameworks, and generates executive-style risk reports for audit readiness and remediation prioritization.

Live Demo: <https://america-trustshield-grc-demo.streamlit.app>

GitHub: <https://github.com/ammeth18-create/trustshield-grc-vendor-risk-engine>

EDUCATION

MIU City University Miami

Master's Program — Cybersecurity

Bachelor's Degree in Law — Mexico

U.S. Bachelor's Degree Equivalency Completed

CERTIFICATIONS

Google Cybersecurity Certificate — Completed

Microsoft Office Certification

Additional Coursera, LinkedIn Learning, and professional development coursework

LANGUAGES

Spanish — Native

English — Professional Working Proficiency

AVAILABILITY

Available for fully remote cybersecurity, SOC, IT support, and incident response support roles.

Open to structured SOC shifts, including weekends, rotating schedules, and high-priority incident response environments.