

Cesar Franco

IT Support Specialist | Entry-Level SOC Analyst

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SUMMARY

Bilingual IT support professional with 7+ years of experience in regulated, customer-facing environments and a growing foundation in technical support. Skilled in authentication troubleshooting, access controls, incident documentation, Windows/macOS support, and strict audit-ready procedures that translate well to Tier 1 support and SOC workflows.

CORE COMPETENCIES

Authentication/access troubleshooting | Incident documentation/escalation | Windows 10/11 and macOS support

Hardware, peripherals, printer setup | TCP/IP, DNS, DHCP, VPN, wireless | Bilingual user support

Security controls, MFA, least privilege, phishing awareness, audit-ready procedures

TECHNICAL SKILLS

Operating systems: Windows 10/11, macOS, Linux home lab

Identity/access: Active Directory users, groups, OUs; Group Policy basics; MFA support

Productivity/support: Microsoft 365, Outlook, Teams, Zoom, OneDrive/SharePoint user support

Scripting/dev: Python, HTML/CSS, JavaScript, Git/GitHub, basic SQL queries

PROFESSIONAL EXPERIENCE

AI Workflow & Process Improvement Consultant

cesarf.com, Self-Employed, DFW (Hybrid) | May 2026 - Present

- Document client workflows and produce PDF playbooks, prompt libraries, and SOP-style guides that mirror Tier 1 knowledge-base authoring.
- Coach non-technical users on safe AI use, data privacy, output validation, and security-awareness habits.
- Set up and troubleshoot audio-visual equipment, laptops, displays, and peripherals for on-site client sessions.

New Accounts Representative

Ciera Bank, Flower Mound, TX | November 2025 - Present

- Troubleshoot login, MFA, and digital banking access issues, including credential resets, browser/device checks, and security prompts.
- Provide bilingual technical support for online and mobile banking platforms and document issues/resolutions in core banking systems.
- Operate within strict access controls, dual-control procedures, and KYC/CIP requirements while maintaining internal Excel logs.

IT Support Technician

Freelance / Personal Projects, Dallas-Fort Worth, TX | June 2021 - Present

- Provide desktop, laptop, and printer support, including diagnosis, driver installation, wireless printing, and new-device setup.
- Troubleshoot Windows 10/11 and macOS issues, network connectivity, account/profile errors, startup problems, and peripherals.
- Configure home/small-office routers, access points, basic Wi-Fi security, and user-facing MFA/password practices.

Quality Control Loan Coordinator I

SouthState Bank, McKinney, TX (Hybrid) | June 2022 - June 2025

- Investigated data discrepancies in core banking systems by reviewing records, tracing root causes, and coordinating fixes across teams.
- Documented issues, remediation steps, and outcomes to create audit trails and reduce recurring errors.
- Used Microsoft Teams, Zoom, and Outlook to coordinate with cross-functional partners and remote stakeholders.

Financial Center Service Associate

Independent Financial, Lake Dallas, TX | March 2018 - May 2022

- Served as first point of contact for account and digital banking issues, troubleshooting login, transaction, and self-service problems.
- Researched discrepancies through system data, transaction history, and documentation while following branch security controls.

- Documented interactions, findings, and resolutions in CRM/core banking systems for audits, reviews, and handoffs.

Financial Sales Advisor / Sr. Branch Associate

BBVA Compass, Carrollton, TX | May 2013 - July 2017

- Handled 20+ customer interactions per day, diagnosing issues and providing step-by-step solutions under time pressure.
- Resolved transaction errors, fee disputes, and posting discrepancies using system records and documented branch procedures.
- Followed operational checklists and internal controls; educated customers on account features and digital banking security.

PROJECTS & HOME LAB

- Active Directory home lab: Windows Server domain with users, groups, OUs, and Group Policy for password, lockout, and login-banner policies.
- Network+ study lab: subnetting, DNS/DHCP configuration, VPN setup, and packet inspection using virtual networks.
- Personal IT knowledge base: troubleshooting runbooks for Windows/macOS issues, printer setup, and Wi-Fi diagnostics.
- Security-awareness coaching: phishing recognition, MFA, password hygiene, and safe AI/data-handling practices.

EDUCATION, CERTIFICATIONS & STRENGTHS

- B.S., Cybersecurity & Information Assurance - Western Governors University (WGU), starts August 2026.
- Information Technology coursework - Arizona State University (ASU), June 2023 - December 2025.
- Software Developer Bootcamp, Full-Stack Developer - Coding Dojo, Dallas, TX, completed.
- CompTIA Network+ in progress; planned next: CompTIA Security+ and Microsoft SC-900.
- Strengths: procedure-driven, bilingual communication, investigative troubleshooting, calm under pressure. References available upon request.