Lorena Powers

Technical Support Manager

Contact

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WWW
https://lorenadns.com

Websites, Portfolios, Profiles

- https://www.linkedin.com/in/lorenapowers/

Skills

Quality controls
████████████

Decisive Decision-making
████████████

Customer service
████████████

Team leader
████████████

Leading team meetings
████████████

Verbal and written communication
████████████

Training and mentoring
████████████

Experienced Technical Support Manager with a proven track record in effectively managing a support team of over 32,000 users. Collaborates with Engineers and Product Managers to enhance user experience and communicate system and process challenges. Conducts product demonstrations and coordinates support responses. Proficient in handling internal client incident reports and tracking requests using Jira.

Education

2024-09 - 2025-03

Bachelor of Science: Cybersecurity And Information

Western Governors University - Utah
Certifications:
- Systems Security Certified Practitioner
- CompTIA PenTest+ Certification
- CompTIA Network+ Certification
- CompTIA A+ Certification Exam

2017-07 - 2021-07

Associate of Applied Science degree: Cybersecurity

Northern Virginia Community College - Woodbridge, VA
GPA: 3.7

Work history

2020-07 - Current

Technical IT Support Manager

Digicert, Inc., Reston, VA
- Led a team of Support Specialists, training staff, delegating tasks, and optimizing support processes for efficiency.
- Oversaw SOC 2 compliance efforts by gathering evidence, reviewing policies, and documenting security controls.
- Collaborated with Engineers to write Root Cause Analyses (RCAs) for internal incidents.
- Managed NGINX web servers, configuring reverse proxies and securing traffic with SSL/TLS certificates using Certbot.
- Configured and maintained an authoritative DNS

Languages

Portuguese

English

Spanish

server using BIND, ensuring secure and reliable DNS resolution.

- Automated DNS-related processes using Bash scripting for DNSSEC record retrieval, A record extraction, and registrar lookups.
- Provided technical support in English and Portuguese via chat, phone, and ticketing systems.
- Coached employees through day-to-day work and complex problems.
- Created detailed reports on team performance, identifying areas of strength as well as opportunities for improvement.
- Monitored employee and customer interactions to assess quality of service.

2018-09 -
2020-07

Technical IT Support Specialist

Tiggee LLC, Reston, VA

- Resolved 1,000+ tickets related to domain resolution (DNS) and software assistance using Freshdesk.
- Provided direct technical support via chat, phone, and ticketing systems.
- Wrote technical blogs to help users configure and understand internet technologies.
- Conducted web application, client, and network vulnerability scans using Nessus to identify security risks.
- Researched and identified solutions to technical problems.

2018-01 -
2018-08

Cybersecurity Analytics Intern

Williams & Connolly LLP, Washington , DC

- Used tools such as Nmap, OpenSSL, Netcat, and Wireshark for vulnerability risk assessments
- Checked and managed anti-virus configuration for the organization's employees, as well as performed routinely remote operating system updates using RDP
- Managed security alerts using by analyzing log reports of IP source and destination, analyzing email headers, conducting virus removal assessment, and documenting system analysis and any findings into the intranet ticketing system

- Performed Equipment Disposal by overwriting and degaussing hard drives
- Assisted Lawyers and Attorneys with workstation setup
- Configured around 50 laptops for Recovery Disaster Plan by installing a new operating system and security software such as AppLocker, host-based firewalls, and office task-related applications
- Protected data confidentiality by locking down more than 1,500 folders and limiting user access using Active Directory