



paolabaez2@icloud.com



9784018737



Kissimmee, FL 34758

EDUCATION

Bachelor of Science, Cyber Security

Full Sail University, Winter Park, FL
October 2025

- Honor Roll

Associate of Science, Information Technology
Full Sail University, Winter Park, FL
October 2024

- Honor Roll

Associate of Science, Medical Assistant
Porter And Chester, Worcester, MA
January 2020

High School Diploma
Fitchburg High School, Fitchburg
June 2018

LANGUAGES

Spanish

Native or Bilingual

English

Native or Bilingual

PAOLA NICOLE BAEZ HERNANDEZ

PROFESSIONAL SUMMARY

IT & Cybersecurity Professional with hands-on experience in technical support, network troubleshooting, and system security. Holds an Associate of Science in Information Technology and completing a Bachelor of Science in Cybersecurity (October 2025). Also earned an Associate of Science in Medical Assisting (2020), providing a strong understanding of healthcare operations and compliance. Freelance IT Support since September 2024, providing network configuration, data protection, and troubleshooting solutions to individuals and small businesses. Bilingual in English and Spanish, with strong problem-solving, time management, and customer service skills.

SKILLS

- Facility Management
- Help Desk Operations
- Virtualization Technologies
- Data Recovery
- Time Management
- Customer service
- Vulnerability scanning
- SIEM tools
- Hardware Installation
- Network Troubleshooting
- Security management
- LAN protocols
- Help Desk Support
- Problem-solving
- Incident response procedures
- HIPAA compliance certification

WORK HISTORY

September 2024 - Current

Freelance - Freelance IT Support, Kissimmee, FL

- Provide technical support and troubleshooting for small businesses and individuals.
- Configure and secure networks, operating systems (Windows, Linux, MacOS), and cloud platforms.
- Perform hardware/software installation, system upgrades, and data backup solutions.
- Advise clients on cybersecurity best practices, improving system security and performance.

August 2023 - June 2024

Discover After School - Site Director, Orlando, FL

- Monitored compliance with state and organizational policies regarding student safety, behavior management, and recordkeeping.
- Managed scheduling, budgeting, and resource allocation to optimize staff performance and program delivery.

- Built positive relationships with students and families, enhancing program satisfaction and retention.

January 2019 - August 2022

Right Choice Health Group - On Site Medical Assistant, Fitchburg, MA

- Performed medical records management, including filing, organizing and scanning documents.
- Maintained accurate patient records using electronic health record (EHR) systems for improved data accessibility.
- Optimized office organization by maintaining accurate electronic files for easy access to important documentation related to billing processes.

June 2015 - June 2022

Tempus Unlimited Inc - Personal Care Attendant, Fitchburg, MA

- Collaborated effectively with healthcare professionals to ensure comprehensive care for clients with complex medical conditions.
- Ensured safety and comfort of clients through diligent monitoring and timely assistance with daily activities.