

# MICHAEL EMIL SANTOS

---

Brampton, Ontario, CA | +1(905)783-7812 | [michaelemil.santos@gmail.com](mailto:michaelemil.santos@gmail.com) |  
<https://www.gritechwithmike.com/>

---

## SUMMARY OF QUALIFICATIONS

Experienced Cybersecurity Specialist with over 15 years of expertise in IT infrastructure management, risk assessment, and cybersecurity implementation. Extensive experience in the government sector in the Philippines, applying blue team practices and advanced cybersecurity strategies to secure critical infrastructure, monitor incidents, and mitigate threats. Successfully transitioned this expertise to the private sector and academia in Canada, where I led IT projects, mentored students, and implemented cybersecurity frameworks and monitoring technologies to strengthen organizational security. Certified in leading industry credentials, focusing on proactive threat monitoring and incident response, with a proven ability to collaborate effectively across diverse teams, communicate complex concepts to both technical and non-technical stakeholders, and foster a culture of trust, inclusivity, and mutual respect.

---

## WORK EXPERIENCE

### **CPC Healthcare Communications**

*Cybersecurity Consultant (Freelance)*

Toronto, ON, Canada

*August 2024 – Present*

- Directed the implementation of advanced endpoint protection systems within a zero-trust architecture, enhancing threat visibility and incident response capabilities.
- Conducted network security audits to identify vulnerabilities, ensure regulatory compliance, and strengthen the organization's cyber resilience.
- Provided ongoing expert consultation on Fortinet technologies, conducting regular security reviews, auditing FortiGate devices, and configuring FortiClient systems to strengthen the organization's cybersecurity posture and mitigate potential threats.

### **Pures College of Technology (Northern College)**

*IT and Cybersecurity Instructor (Part-Time)*

Scarborough, ON, Canada

*August 2023 – Present*

- Designed and developed courses on cybersecurity, systems security, networking fundamentals, and virtualization technologies, integrating security frameworks, risk assessment, and incident response strategies. Included hands-on lab exercises to reinforce learning and build practical expertise in securing IT environments, preparing students for industry certifications and specific IT job roles.
- Delivered comprehensive courses on Network Infrastructure, Structured Cabling, and Database Management (MySQL), equipping students with foundational knowledge and practical skills essential for network design and database management.
- Fostered a practical learning environment by simulating laboratory scenarios in IT operations and network security, empowering students to troubleshoot, analyze, and resolve technical issues effectively. Provided career-oriented guidance, emphasizing a growth mindset to prepare students for certifications and enhance both technical and interpersonal skills.

### **Fidelity National Financial, Inc. (FNF Canada)**

*IT Business Systems Analyst*

Mississauga, ON, Canada

*January 2023 – May 2023*

- Streamlined IT service operations by leveraging ServiceNow to manage and resolve 3rd-level tickets, boosting user support response efficiency by 30% and improving ticket resolution times by 20%. Assessed IT service workflows to identify and implement process improvement opportunities aligned with business objectives and operational goals.

- Translated complex business requirements into actionable IT solutions, bridging the gap between technical and non-technical stakeholders while producing accessible end-user guides and detailed technical documentation to support standard adoption.
- Integrated advanced security measures into the User Acceptance Testing (UAT) phase, ensuring secure product releases and strengthening the security framework across the software development lifecycle.

**Anti-Money Laundering Council Secretariat  
(Central Bank of the Philippines)**

Metro Manila, NCR, Philippines  
June 2021 – November 2022

- *Senior Network Administrator*

- Implemented blue team practices to strengthen enterprise network resilience by implementing advanced security configurations across infrastructure devices and leveraging SIEM and SOAR tools to proactively manage and mitigate security alerts.
- Designed and led network infrastructure projects from conception to completion, adhering to government bidding processes, industry best practices, and standards to ensure proper budget utilization for effective technology adoption.
- Managed internal and external stakeholder relationships by coordinating cross-functional engagements and delivering presentations and briefings to senior leadership, employees, vendors, and customers to ensure alignment with organizational goals and effective service delivery.
- Developed and maintained incident response playbooks and policies, focusing on continuous improvement, and aligning with best practices. Contributed to the Security Operations Center (SOC) and Change Management teams as an Ad Hoc member, supporting incident response strategies and ensuring the seamless implementation of patches, updates, and other critical changes.

- *Network Administrator*

*June 2020 – June 2021*

- Oversaw and maintained the organization's network infrastructure, ensuring high availability and performance of critical systems while meeting Service Level Agreements (SLAs) and exceeding customer expectations. Consistently delivered high-quality services, achieving 97.9% system uptime.
- Deployed and managed network performance monitoring tools, such as SolarWinds and WhatsUp Gold, to proactively identify and address potential issues, improving system reliability and reducing incident response times by 25%.
- Mentored technical teams on advanced networking technologies, facilitating knowledge transfer and strengthening team competencies in aligning technology solutions with operational requirements.
- Delivered end-user training sessions on cybersecurity practices and the basic usage of networking systems and applications, equipping employees with practical knowledge and confidence to utilize advanced networking technologies effectively and securely.

- *Financial Analyst*

*January 2018 – June 2020*

- Performed comprehensive financial analysis to uncover risks, anomalies, and discrepancies in predicate crimes, directly supporting high-profile investigations into money laundering, financial fraud, and organized crime activities.
- Served as the designated liaison officer, collaborating with local and international law enforcement agencies and Financial Intelligence Units (FIUs) to facilitate intelligence sharing

and strengthen cross-border cooperation in combating financial crimes. This collaboration resulted in actionable intelligence that contributed to successful prosecutions.

- Authored and disseminated detailed financial intelligence reports to domestic and international enforcement entities and FIUs, providing critical insights that enhanced the effectiveness of financial investigations, improved stakeholder relationships, and continuously expanded network-building efforts.
- *Network and Server Analyst* *January 2016 – December 2017*
  - Implemented MTTR (Mean Time to Repair) strategies by promptly diagnosing and resolving network issues, minimizing downtime, and enhancing system and application reliability across IT devices and network endpoints.
  - Configured and maintained Active Directory services and Group Policy Objects (GPOs), aligning system recovery strategies with RTO (Recovery Time Objective) and RPO (Recovery Point Objective) to ensure business continuity for back-end applications and continuous user experience.
- *End-User and Helpdesk Support Analyst* *October 2014 – January 2016*
  - Proficient in responding to IT incidents involving networks, hardware, and software, ensuring timely resolutions that result in high end-user satisfaction.
  - Provided 1<sup>st</sup>-level support for low-priority IT incidents and technical concerns via phone, email, and internal messaging apps for 200 employees, consistently achieving resolution during the initial customer interaction.

## **CERTIFICATION**

---

- Fortinet Certified Fundamentals – Cybersecurity | Fortinet Certified Associate – Cybersecurity
- Fortinet NSE4 - Network Security Professional | Fortinet NSE1 to 3 – Network Security Associate
- AWS S3 Storage & EC2 Compute Fundamentals | AWS Cloud Computing & Networking Fundamentals
- Certified CompTIA Security+ | Certified CompTIA Network+
- Certified Security Awareness 1 Certified (C)SA1)

## **EDUCATION**

---

**Sheridan College** – Brampton, ON, Canada *Graduate Certificate in IoT and Machine Learning*  
Relevant Courses: Cybersecurity for IoT, IoT Architecture and Protocols, Embedded Systems Security, Data Analytics for IoT, and Machine Learning Applications

**Seneca Polytechnic** – Markham, ON, Canada *Graduate Certificate IT Project Management*  
Relevant Courses: IT Risk Management, IT Security Frameworks, IT Governance and Compliance, Agile and Scrum Methodologies, and Quality Assurance and Testing in IT Projects

**Development Academy of the Philippines** - WES Certified *Master's in Development Management*  
Relevant Courses: Public Policy Analysis, Leadership and Innovation in Public Sector Management, Governance, Risk Management, and Compliance, Public Finance and Budgeting, and Strategic Planning and Decision-Making

**STI e.College** – Philippines *Bachelor of Science in Computer Science*  
Relevant Courses: Systems Analysis and Design, Database Management Systems, Networking and Communications, Programming Fundamentals and Information Security Principles