

Santiago Nungaray

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EDUCATION

University of Nevada, Las Vegas (UNLV) - B.S. Computer Science

Expected: Fall 2027

Concentration: Information Assurance

College of Southern Nevada (CSN) - A.A. Computer Science

Graduated: May 2026

SKILLS

Networking & Systems: pfSense (firewall rules, routing, OpenVPN), network segmentation, DNS/DHCP, TCP/IP fundamentals, Active Directory (AD DS), Group Policy (GPO), Windows Server 2022, Windows 11, VirtualBox, Linux

Certifications: CompTIA A+ (Core 1 passed, Core 2 in progress) — pursuing Network+ and Security+ next

Programming & Tools: Python, SQL, C++, HTML/CSS, Microsoft Office Suite, Google Workspace

PROJECTS

Windows Server & pfSense Home Lab (Active Directory, pfSense, Network Segmentation, OpenVPN, VirtualBox)

- Built a simulated company network from scratch: an **Active Directory** domain (AD DS/DNS, OUs, Group Policy) plus a segmented, firewalled network behind **pfSense** and verified GPO scoping with **gpreresult** and side-by-side login tests.
- Deployed pfSense as router/firewall; wrote, ordered, and verified **firewall rules** (confirmed a block rule via failed ping and matching log entries).
- Designed **network segmentation** (Servers/Workstations) on a **default-deny** model, with narrow protocol-scoped exceptions (SMB/LDAP only) — the same pattern production enterprise networks use.
- Configured **DNS domain override/forwarding** and **DHCP** across segments; set up certificate-based **OpenVPN** remote access (CA, server cert, user auth, scoped routes).
- Methodically diagnosed and fixed issues spanning both layers, including a dropped virtual NIC (**ipconfig/Get-NetAdapter**), NTFS permission inheritance, a default-deny misconfig blocking internal traffic, and a stale IP reference after re-addressing.
- Documented the full build and troubleshooting process in a public write-up (santiagonungaray.com).

RELEVANT COURSEWORK

Cybersecurity Concepts (in progress): Studying network security fundamentals, threat models, and defensive controls.

Operating Systems (in progress): System architecture, process/resource management, and administration fundamentals relevant to server environments.

Database Systems (SQL): Relational database fundamentals, normalization, and schema design. Hands-on experience writing SQL queries to create, manage, and retrieve data.

WORK EXPERIENCE

Patient Services Advocate, UnitedHealth Group

July 2022 – Present

- **Advocate of the Year** for two consecutive years for exceptional **adherence** and maintaining the **lowest error rate** in 2023, demonstrating reliability, accuracy, and consistent top performance within the department.
- Achieved 100% adherence and 0 errors while exceeding call volume goals of 11+ per hour.
- Delivered 99%+ member satisfaction through clear communication, rapid issue resolution, and quality service.
- Assisted patients with troubleshooting MyChart application to access results, schedule appointments, and contact providers.

Member Services Advocate, Businessolver

October 2021 – December 2021

- Guided members through health, dental, and vision insurance plan selections during the open enrollment period, ensuring informed coverage decisions.
- Explained key insurance terms such as deductibles, out-of-pocket maximums, HMOs, and PPOs to help members make informed decisions.
- Delivered accurate, efficient support in a high-volume environment to ensure customer satisfaction.

Delivery Driver, Chicago Guys Pizza

May 2021 – October 2021

- Delivered orders accurately and on time in a fast-paced environment while maintaining excellent customer service.
- Handled cash and card transactions with attention to detail and accuracy.
- Assisted with order preparation and coordination during peak hours to support efficient kitchen operations.

Warehouse Associate, T.J. Maxx Distribution Center

August 2020 – May 2021

- Inspected incoming merchandise from deliveries to verify correct quantities, styles, and purchase accuracy before processing.
- Determined packaging methods to request accurate ticket quantities and ensure proper inventory tracking.
- Optimized warehouse operations by clearly labeling merchandise for accurate forklift placement and retrieval.