**David Guyll**

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**Summary:** Analytical Cyber Security Specialist that is well versed in Problem solving and Motivated with a NCSA and Cisco IOS Command Line experience. Dynamic and energetic professional with a record of excellence providing technical support for a range of Microsoft, Cisco and other networking solutions.

**Education**

**NexGent San Jose, CA** Cyber Security Specialist Program July 2020- December 2020

* 400hrs of Training, Education and Hands on Experience
* Network Architectures and Networking for Cyber Security, Cyber Range Testing, Hacker Week, Labs and Skills Qualification Check

**Edmonds Community College Lynnwood, WA** Associate of Technical Arts Degree Network Security August 2009

* Certificate in Digital Forensics

Associate of Technical Arts Degree Network Technology December 2007

* Certificate in Network Technology
* Certificate in Desktop Support

**CERTIFICATIONS**

NexGenT Cyber Security Associate (NCSA) December 2020

Certificate in Network Technology December 2007

Certificate in Desktop Support December 2007

Currently working on CompTia A+, N+

**Knowledgeable Areas:**

Identifying and Analyzing Threats Certificate Management Sniffers

Cryptography Encryption System Hacking

Network Security Wireshark Password Cracking

Secure Protocol Hacking Wireless Networks Evading IDS Firewalls & Honeypots

Symptoms and Compromise Vulnerability Scanning PKI Concepts

Infrastructure Testing Network Vulnerabilities

Scanning Networks Protocols & Services

Social Engineering Keyloggers

**Software Tools:**

Cisco IOS Command Line, Cisco Packet Tracer, Wireshark, Metasploit, NMAP, Port Scanner, Packet Sniffer, Network Scanner, VPNs, Firewalls, Password cracking (Caine & Abel), Wifi Cracking, Rubber Ducky, Spam blockers, CLI, Shodan, OpenVAS, CVSS, CVE, Keyloggers, IPSec, Hashing, GHDB, Domain Lookup, Nessus Scanner

Core Networking Concepts: Frames, MAC addresses, Broadcast domains, IPv4/IPv6, ARP, Routing and wireless LANs

Protocols & Networking Models: OSI, TCP/IP layers and functions, DNS, Telnet SSH. ICMP, FTP, TFTP Systems & Security: Access Control Lists, WLAN security, Firewalls, IDS/IPS, VPNs, Network attacks and hardening techniques

**Work History:**

* **Eastside Newspaper Distribution**  Bellevue, WA Area Manager/ warehouse 05/2016 – Present Manage diverse distribution network of more than 150 contractors and employees, coordinating timely delivery of broad spectrum of print media over the Seattle and greater Eastside area, servicing the needs of more than 60,000 local customers. Recruit, contract, and train qualified individuals as independent contractors responsible for circulation growth and subscriber delivery, service, and retention. Ensure accurate distribution of newspaper publications and supplements to carriers. Ensure that all routes and products are delivered by established delivery deadlines and assist independent contractors to ensure deliveries are completed on time and to the customers’ satisfaction. Able to work independently, delivered routes when needed. Aided in the warehouse and distributed the newspaper. Distribute ads daily and Sunday comics to different zip codes. Charged carriers supplies and billed carried monthly supplies kept track of inventory. Ability to read manifests to distribute products.
* **SEATTLE TIMES CO,**  Bellevue, WA NEWSPAPER CARRIER, 05/2001-05/2016 Assemble assorted Newspapers, Bag or tie individual newspapers, Keep work area clean Drive 7 days a week through assigned routes and deliver papers, Work nights all the way to early morning, Navigate with map to assigned houses to deliver assigned newspaper
* **Beyondsoft Consulting Inc**  Redmond, WA Windows Phone Support/Test Engineer 01/2013-03/2013 Desktop Test pass and Triaging test environment triage and follow up on Bug and failure resolutions and make sure they resolved correctly. Identifying and submitting bugs to Operations. Ensure the desktop machine which runs the test should have the latest heartbeat and running smoothly. Dealing with customer’s request by System Center Service Manager and Email. T3 is our working platform and the automation test pass running platform. Monitored the T3 backend service/Server status and test pass status, phone devices status, the system health status/ RLD status etc. and investigate the issue root cause, escalate the issue to another team to push the fix ASAP.
* **VMC TECHNOLOGY CONSULTING SOLUTIONS**  Redmond, WA Investigating Fraud Claims for the Xbox. 11/2012-12/2012 Excellent problem-solving skills with the ability to break issues down, look at them from different perspectives, determine root cause, collect data from various sources and determine a solution which meets or exceeds business needs. Ability to interpret and take action on complex analysis. Analytical thinking with a demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes to maximize productivity. Performing an in-depth evaluation of potential fraud investigations and develops investigations that involve monetary losses, sensitive issues, meet criteria for referral to law enforcement, or the imposition of administrative actions.
* **VMC TECHNOLOGY CONSULTING SOLUTIONS**  Redmond, WA Microsoft Office 365 Mobile Support Engineer II 04/2012-07/2012 Microsoft Office 365 Support Engineer II 04/2011-04/2012 Microsoft BPOS-S Technical Support Engineer II 02/2011-04/2011 Microsoft BPOS-S Technical Support Engineer I 07/2010-02/2011 Establish and deliver excellence in technical support for a range of Microsoft products including Business Productivity Online Services Suite (BPOS-S) and, most recently, the Office 365 products including Exchange Sharepoint, Identity Federation and Exchange Federation. Leverage a range of troubleshooting and problem-solving techniques including root cause analysis, prevention and knowledge transfer to identify and resolve issues at the clients' sites. Coordinate migration to Microsoft Online Services. Communicate regularly with clients to resolve Service Requests. Investigated and resolved synchronization errors between messaging servers, BlackBerry Enterprise Servers, and Research in Motion. Collaborated with Microsoft internal teams (Production and Hosting) to troubleshoot high-severity Exchange and Client Access Server errors affecting BlackBerry activations and mobile device synchronization via ActiveSync. Utilized Product Studio to communicate with Hosting and submit PSID (Bug) requests. Aided customers in the design and application of custom ActiveSync policies and BlackBerry IT policies.

*Key Achievements*

* Delivered technical advice, coaching and mentoring to colleagues to enable improvements to efficiency and customer service.
* Successfully resolved a customer issue by assisting client to get his domain federated.
* Promoted twice within one year.