**Michael ­Louie Eusebio**

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**SUMMARY**

* Extensive Cyber professional experience with specializations in Information Security, Cloud Computing, Systems and Database Administration, Database Development and Business Intelligence
* Accomplished hybrid engineer that wears multiple hats and can assume different functions in any types of working environments
* Highly proactive and customer-focus professional that sees project from start to completion, can work well under pressure with minimum supervision, and a good team player
* Currently a Cybersecurity student at [RapidAscent](https://rapidascent.com/) and Ivy Tech Community College

**TECHNICAL STACK**

Azure, AWS, OCI, OpenStack, Active Directory, Kerberos, TSQL, PowerShell, Linux, BASH, Docker, Portainer, Python, Wireshark, Nmap, MITRE ATT&CK, CVE, NVD, Splunk, SIEM, EDR, ELK Stack, Kibana, Autopsy, Security Onion, GRC, NIST CSF, SOC 2, ISO 27001, PCI DSS

**PROFESSIONAL EXPERIENCE**

**ERP System Administrator / Database Analyst Dunn Lumber Corporation 07/2016 – 06/2021**

* Hired by the IT Manager to take over his day-to-day tasks which are listed below
* Managed, customized, upgraded and maintained the Epicor BisTrack ERP and supporting systems
* Supported Windows Server 2016, SQL Server 2014 and all its applications, Azure, Exchange / O365, CUCM, CUCA, Cisco Finesse, KnowB4
* Developed SQL queries/stored procedures, debugging queries and tuning/optimizing SQL statements, SSRS reports
* Installed and evaluated new software releases, patches and system upgrades
* Volunteered to perform overlapping IT duties to keep the IT Department afloat and saved the company 100K per year

**Infrastructure Project Lead (contract) Target 02/2016 – 07/2016**

* Headed 5 technicians in upgrading and configuring existing Dell PowerEdge VRTX servers, installed and configured Cisco Meraki WiFi appliance, performed iOS upgrades and rebuilt workstations on over 35 Target stores in Washington State

**Command Center Lead (contract) Univar 01/2016 – 02/2016**

* Coordinated 16 on-premises and remote Systems Engineers to migrate 600 Windows XP PCs to Windows 7
* Handled escalations from engineers and end-users with migration issues

**Lab Manager/Level 3 troubleshooter (contract) Facebook 05/2015 – 06/2015**

* Managed Lab configuration controller/change board leader working with all users to ensure lab stays in sync with production
* Deployed beta tests / POC troubleshooting with new technologies
* Worked on tasks assigned to IT Security Engineering that includes networking issues with switches and firewalls, ACL denials
* Trained CHC, Helpdesk, Mobile Karma personnel around 50 of them
* Process improvement and project management with implementation of large-scale enterprise security applications

**Microsoft 10/2008 – 12/2015**

***Systems Engineer / Dev Support / SQL Analyst, 07/2015 - 12/2015***

* Analyzed data issues in Bing Ads Platform, SQL Server and COSMOS
* Highlighted systemic issues and trends to identify platform enhancements with Bing Ads Engineering, Commerce Platform, Billing/Client Center, and R&D teams
* Advanced Tier 3 SQL support for Premium Field and Mid-Market Microsoft Bing Advertising Global Sales team and Search network, acting as a link between lower-tier and engineering teams
* Created process or troubleshooting documentation in the Ad support knowledgebase, and timely global correspondence and notifications to stakeholders as appropriate

***Technical Lead Operations Engineer, Studios Services and Operations (SSO), 02/2015 - 03/2015***

* Contributed to a fast-paced environment in a hands-on role and work with the team to push the migration project by creating processes and tools to ensure a service-oriented and professional working environment
* Administered services used by the development and marketing teams for hosting portfolios. One of the services is a storage solution called Gameshare, a large storage system used by developers in the MS Game Studios and partners such as Electronic Arts, etc.
* Coordinated large storage system migration project for MS Game Studios
* Developed PowerShell scripts that was instrumental in finishing the migration project a month ahead of schedule
* Troubleshoot/resolved issues from the SSO team (break fix) in coordination with Build and Release Team

***Team Lead / Systems Build Engineer,******Business Group IT, 08/2014 - 10/2014***

* Lead and mentored the System Build Engineering Team on BGIT
* Administered the deployment of approximately 1000 production servers located in the TK5 DC which then involved the transfer of the footprint of CO1 and CY1 over to FY15 and FY16, respectively
* Developed PowerShell scripts to automate the remote configuration and installation of applications
* Performed smoke tests and build verification, and troubleshoot post-installation issues

***Lab Manager / DBA, World Wide Incentive Compensation, 07/2011 - 08/2014***

* Managed a Lab of Production SQL Server Farm for MS Incentives, Compensation and Benefits
* Administered SQL Server 2014/2012/2008R2 and Windows Server 2012, and Windows Azure and SQL Azure environments
* Performed SQL backup & maintenance. Update Report Servers. Build reports through SSRS, Visual Studio and Tableau. Audits MSSales Revenue in Quota Cube which is from SSAS OLAP Cube.
* Administered the development of UAT/Test environments mirrored after Production
* Performed system administration tasks using System Center 2012 - Operations Manager and SCOM 2007 R2

***Lab Engineer, BPOS SharePoint Online Test Team, 03/2011 - 06/2011***

* Administered the lab machines for the following infrastructure services: SharePoint server farms, Active Directory, DNS, DHCP, Hyper-V, SCVMM, SCOM/SCCM, WDS, and WSUS
* Responsible for all lab processes and 200+ server infrastructure to support the timely delivery of SharePoint Online Dedicated Cloud features according to release schedules
* Collaborate with Dev, Test, Program Management, Operations and Service Management counterparts to define and release the sets of external customers facing and internal operations facing features needed to support the SharePoint Online Dedicated Cloud Solution.
* Foster improvement initiatives such as escape analysis of bugs to identify ways to reduce bugs seen in production, creation of an automation framework, and instituting a joint end to end testing phase in production with our operations team.

***Service Engineer,******MSIT SharePoint Experiences & Portals (SEP), 06/2010 - 03/2011***

* Tier 2 support of the following: *SharePoint 2007/2010, Office Client 2007/2010, SQL Server 2005/2008, SQL Clustering and SQL Mirroring, Windows 2003/2008 operating systems, IIS6/7, Active Directory, Networking, DNS, PowerShell, Server clustering (MSCS) and NLB, Multi-tier Enterprise Web Applications*
* Monitored alerts from Microsoft Operations Manager (MOM) or System Center Operations Manager (SCOM), and ensured all supported applications were stable and running within service level agreement (SLA)
* Created various documentations for the knowledgebase which complied with, and stored to the IS KBM system

***Lead Operations Engineer, Microsoft Services Support, 09/2008 - 05/2010***

* Headed entire vendor team of 30 in Redmond, Malaysia and India on a *‘follow the sun’* type of system
* Tier 1, 2 and 3 level support for various Bing/Live services *(e.g., Bing Maps Enterprise Development Service, Bing Search, Live@EDU,* *Windows Live Mobile Services),* vendor centers, premier partners, service queues *(e.g., CAP, Clarify, Aimshelp, MSSolve*), and Presidential/CritSit/HOT escalations including from the Attorney General’s Office and Better Business Bureau.
* Developed instructional and procedural documentation for team members and global vendors, and distributed detailed outage notifications for internal stake holders
* Organized escalation roundtables w/product groups, partners, service account managers & technical leads.

**CERTIFICATIONS, TRAINING AND EDUCATION**

* **Oracle Cloud Infrastructure 2021 Foundations Associate**
* **Microsoft® Certified Azure Fundamentals**
* **Microsoft Certified Professional (MCP)** 3762136
* **Cisco Certified Network Associate (CCNA)** CSCO11146425
* **Dell Certified Systems Expert (DCSE)** 363966
* **Cybersecurity Bootcamp,** RapidAscent (2021)
* **Cybersecurity Artificial Intelligence Certificate Program**, Ivy Tech Community College (2021) - CompTIA A+, Python Essentials, Red Hat System Administration, Cisco Certified CyberOps Associate, CompTIA Security+, Red Hat OpenStack Administration
* **Cybersecurity Certification,** Clark State College (2021) – Cisco Network Security (IINS) 210-260, CompTIA CASP+
* **Business Intelligence Developer Certificate,** Bellevue College
* **Bachelor of Science in Computer Science,** National University

**TECHNOLOGY COMMUNITY INVOLVEMENT**

* Professional Association for SQL Server (PASS)
* SSWUG (SQL Server Worldwide User’s Group)
* SQL Saturday
* The OWASP Seattle Chapter