# Joshua Mcshannon

480.255.4824 | joshua.mcshannon@gmail.com | Omaha, NE | Linkedin.com/in/joshua-mcshannon-a7451a17a

## PROFESSIONAL SUMMARY

- I have served as the network deployment lead for more than seven new Google data center sites.
- I've driven several initiatives that enhance the rapidity of capacity delivery through automation, process improvements, and training.
- I have experience performing on-site security tests, disaster recovery exercises, and incident response activities.

*Multi-faceted technology professional with expertise in:*

Python - Linux/Bash - SQL - TCP/IP
Communication - Process Improvement - Project Management - Team Leadership

## EXPERIENCE

**Operations Engineer II**                                                                                     **9/2013 – Present**
Google, Council Bluffs IA

As a senior operations engineer, I spearhead and facilitate operational goals as defined by leadership. I serve as an escalation point for all junior technicians and interface with partner teams. I drive meaningful changes to what we do and how we do it by leveraging extensive experience, broad knowledge, and a passion for problem-solving.

- I coordinated program-level changes to improve the quality of internal documentation through automation.
- I have led several high visibility projects to remediate availability threats to critical network infrastructure.
- As the network deployments subject matter expert, I participate in periodic process reviews with partner teams.
- I managed a team of 5 junior deployment technicians that consistently deliver objectives ahead of schedule.
- I leveraged internal technologies to query databases, providing critical data and performance indicators.
- Participate in the on-call rotation.
- Using internal tools to extrapolate the area of effect for bugs and other issues that serve as roadblocks.
- Routinely serve as an interviewer for potential candidates.
- Attend internal training and workshops regarding cybersecurity.
- Engage in community outreach programs.
- Travel to remote locations to assist in various capacities.
- Deploy, configure, and maintain network-related hardware.

**Operations Engineer I**                                                                                     **7/2013 – 9/2013**
Adecco on assignment at Google, Council Bluffs IA

Contract to hire position providing on-site support to Google's hardware operations teams. In this position, I rotated through the core data center functional areas receiving training and assisting. Due to my previous experience working in data centers, I quickly got up to speed and performed at a high level.

- Rotated through the core operations functions providing expertise and assistance.
- Received praise and recognition from leadership for accuracy in resolving recidivist machine repair cases.
- Re-wrote a vital component of the hardware quality assurance process to save toil and resource hours.
- Participated in overnight data recovery and remediation efforts.
- Performed essential work deploying the next-generation software-defined networking fabric and out of band management functions.
- Proposed process change in deployment methodology that immediately decreased deployment time by several weeks.

# JOSHUA MCSHANNON

**NOC Technician II**                                                                1/2012 – 4/2013
Phoenix Network Access Point (PNAP), Phoenix, AZ

As a Network Operations Center technician, I provided remote hands, remote eyes services, including rack and stack and cabling. I was promoted to NOC technician II, where I began to troubleshoot and configure customer issues and requests while providing exceptional customer service.

- Monitoring, responding, and escalating network and system issues for the data center and its clients.
- Performed managed systems administration services to all clients across various platforms and technologies, including RHEL, Debian, BSD, and Windows operating systems. Configure standard services such as Apache, WordPress, Mysql, PHP.
- Provide incident response and remediate services at client request.
- Network abuse escalation point responding to complaints regarding IP blacklisting, DDOS attacks, and illegal activities.
- Assign and audit customer IP requests.
- Configure customer VLAN's

## EDUCATION & CERTIFICATIONS

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|---|---|
| Bachelor of Science in Information Assurance / Western Governors University, Salt Lake City, UT | 2021 |
| Comptia A+ certification | 2011 |
| Comptia Net+ Certification | 2011 |
| Comptia Linux+/LPIC-1 Certification | 2012 |
| Oracle SL8500 Certification | 2014 |
| Comptia Security+ Certification | 2016 |
| Comptia CySA+ Certification | 2019 |
| Cisco CCENT Certification | 2019 |
| CIW-Site Development Associate | 2019 |
| CIW-Web Security Associate | 2019 |
| Associate of ISC2 | 2020 |

## INTERESTS

In my free time, I enjoy studying cybersecurity and writing various applications.
{% url 'portfolio/todo' %}

I have an extensive home lab, bookshelf, and a couch potato of a dog.