MICHAEL WALTON

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Information Technology Professional

PROFESSIONAL SUMMARY:

Recently certified in Cisco Cybersecurity with 9 years of high-visibility customer service and a strong foundation in security principles, network defense, and threat analysis. Possesses hands-on experience in IT troubleshooting, incident response, and system administration, ensuring efficient system performance and security.

HIGHLIGHTS:

- ✓ Technical Support & Troubleshooting
- ✓ Customer Service Excellence
- ✓ NetBackup & Data Recovery
- ✓ Network Administration (Cisco/Meraki routers)
- ✓ Incident Management (ServiceNow)
- ✓ CompTIA A+ Certified | CCST Cybersecurity Certified
- ✓ Advanced Diagnostics & Problem-Solving
- ✓ Training & Knowledge Transfer

APPLICATION EXPERIENCE:

- Operating Systems: Windows -Intermediate, macOS -Beginner, Linux -Beginner
- Networking: Cisco, Meraki
- Backup and Recovery: Veritas NetBackup
- Incident Management: ServiceNow, Odyssey, Jira,
- Remote Support Tools: TeamViewer, Bomgar, Dameware, Nextthink, Zoom,
- Administrator Tools: Azure Portal (Entra), Intune, Entrust, SCCM, Active Directory

CYBERSECURITY SKILLS & TOOLS:

- Security Monitoring & Threat Detection – Hands-on experience with SIEM tools (Splunk, Microsoft Sentinel) through CCST labs
- Incident Response & Threat Intelligence – Familiar with ServiceNow, Jira, Odyssey, MITRE ATT&CK, and threat intelligence feeds
- Network Security & IDS/IPS Configuration – Experience with firewalls (Cisco, Meraki) and IDS/IPS tools (pfSense, Suricata, Snort) from hands-on projects
- Endpoint Security & Administration – Experience with Active Directory, Intune, SCCM, Azure Security, Sysmon, and Windows Defender ATP
- Vulnerability Management & Network Scanning – Learning Nmap, Nessus, and OpenVAS through hands-on projects
- Phishing Detection & Security Awareness Training – Knowledge of phishing tactics, security awareness training, and email security best practices
- Malware Analysis & Threat Intelligence – Exposure to malware behavior analysis using Any.Run and threat hunting fundamentals
- Remote Support & Troubleshooting – Experience with Bomgar, TeamViewer, and Dameware for technical support

Security Concepts & Methodologies – Understanding of system hardening, security policies, and risk assessment from CCST training

SOFT SKILLS & STRENGTHS:

- ✓ Problem-Solving Mindset – Experienced in troubleshooting IT issues, now applying those skills to security analysis
- ✓ Technical Documentation – Comfortable writing SOPs, guides, and reports for IT/security workflows
- ✓ Adaptability & Continuous Learning – Actively gaining hands-on experience in cybersecurity tools & methodologies
- ✓ Communication & Collaboration – Able to explain technical issues clearly to both technical teams and non-technical users

✓ Attention to Detail – Naturally meticulous, which helps in analyzing security logs & identifying anomalies

NTT Data

Senior Helpdesk Support Analyst| June 2023 - December 2024

    Primary Responsibilities:

- Served as the 2nd point of contact for IT support, Diagnosed and remedied hardware, software, and network issues, ensuring optimal operations. Working tickets not solvable by Tier 1 call center
- Contributed to the development and maintenance of IT support documentation and knowledge bases, aiding in faster resolution of common issues.
- Incident Management (ServiceNow) ensuring documentation is accurate and comprehensive.
- Utilized remote support tools to diagnose and resolve issues efficiently.
- Resolved issues by researching documentation, troubleshooting hardware and software, guiding client through corrective processes, escalating issues appropriately. And tracking status of problems and solutions.
- Handled calls quickly and efficiently based on call center expectations. Handling to include first call resolution, basic troubleshooting and escalation.
- Collaborated with application specific teams and technical product owners.

Veritas Technologies

Technical Support Engineer | Nov 2022 - Nov 2023

    Primary Responsibilities:

- Resolved complex backup and recovery issues for NetBackup users, enhancing system reliability.
- Partnered with engineering teams to troubleshoot and refine solutions, improving product functionality.
- Investigated and resolved data recovery and backup security issues.
- Partnered with engineering teams on vulnerability patching and system hardening.
- Assisted clients with encryption and security best practices for data protection.
- Provided technical support for NetBackup, ensuring secure data retention practices.

Compucom Systems Inc

Configuration Associate | March 2016 - Nov 2022

    Primary Responsibilities:

- Provided remote support for large enterprise customers, focusing on software installation, data migration, and software/hardware troubleshooting
- Facilitated issue escalation and vendor coordination to uphold service standards
- Created technical training documentation for new hires
- Trained onboarding team members
- Reimaged defective workstations as a part of our Surface Pro revitalization program
- New hire/new workstation set up and image configurations
- Contributed to the development and maintenance of IT support documentation and knowledge bases, aiding in faster resolution of common issues.
- Configured and supported Cisco Meraki routers, including circuit setup and user connectivity troubleshooting.

Monitored network security issues and assisted with security compliance checks.

CCST Cybersecurity 2025 – Cisco Networking Academy - National Able / IT Career Lab
CompTIA A+ Certification, CompTIA Mar 2017
A.S. in Sound Arts, MCTC Aug 2010 – May 2016
HS Diploma, HS for Recording Arts Nov 2004 – May 2006

- **Home Security Lab** – Deployed a Splunk SIEM to monitor and analyze network traffic for threats.
- **TryHackMe Blue Team Labs** – Completed hands-on labs in log analysis, threat detection, and incident response.
- **Firewall & VPN Setup** – Configured and tested firewall rules & VPN tunneling for secure network access.
- **Packet Capture & Analysis** – Captured and analyzed network traffic using Wireshark to identify anomalies.
- **Log Analysis with SIEM** – Ingested and analyzed real-world attack logs in Splunk to detect security incidents.
- **Malware Detection Lab** – Used Any.Run sandbox to analyze malware behavior and identify malicious indicators.
- **Phishing Detection & Response** – Designed a phishing awareness training simulation to educate users on email security.
- **Firewall & IDS/IPS Setup** – Implemented pfSense firewall & Suricata IDS to detect and block security threats.
- **Automated Threat Intelligence** – Developed a Python script to pull and log threat data from VirusTotal, AlienVault, and AbuseIPDB.
- **Docker Security Lab**: Built & deployed secure web applications using Docker & Docker Compose, configured multi-container environments, implemented container security best practices, deployed to cloud platforms (AWS/GCP) with Kubernetes, and integrated CI/CD pipelines for automated deployment.

 Project available on GitHub [https://github.com/CyberSecurity-Projects.git]

- **Web Development & Digital Presence** -Designed and developed websites for Grey Key Studios and D Lee's Cuisine using Google Sites, integrating e-commerce functionality (Square, Ecwid) and optimizing for user experience, branding, and mobile accessibility. Managed site updates and content to align with business needs

Founder & Creative Director, Grey Key Studios -Established and manage Grey Key Studios, an independent music label and creative platform. Oversee all aspects of music production, branding, and digital presence, including website development, artist identity creation, and release strategy.

Advanced Music Education & Production Suite-(in development)

A digital audio workstation (DAW) and interactive music education platform integrating real-time audio processing, visualization, and adaptive learning. Developed using AI-assisted coding (Claude, ChatGPT, Cursor, v0) for architecture and implementation.

Technologies: TypeScript, React.js, Web Audio API, JUCE, WebAssembly, Node.js

Key Features:
Real-time audio analysis & DSP processing
Interactive music theory lessons & ear training
3D chord visualization & advanced spectral analysis
Adaptive learning with AI-powered tutoring
Professional-grade audio effects (EQ, compression, reverb)
Technical Highlights:
Built low-latency audio processing system
Implemented custom DSP algorithms & FFT-based spectral analysis
Developed real-time audio visualization engine
Integrated machine learning for adaptive learning paths
Engineered a scalable microservices-based architecture
 Project available on GitHub: [https://github.com/GreyKeyStudios/DreamVST.git]