

BIBBY JOHN

Hello@bibbyjohn.com

PROFESSIONAL SUMMARY

I am a results-oriented cybersecurity professional with an Associate's degree in Cybersecurity and currently advancing toward a Bachelor's degree in the same field. My experience bridges technical support and system administration, providing me with a strong foundation in IT infrastructure, network operations, and enterprise security practices. I have a proven ability to manage and secure complex systems, administer and troubleshoot Linux environments, and implement effective, scalable solutions aligned with industry standards. With meticulous attention to detail and a proactive approach to problem-solving, I remain committed to staying ahead of evolving cyber threats and advancing my technical expertise.

SKILLS

- **Operating Systems**
Windows Server 2016/2019, Windows 10/11, Linux (Ubuntu, RHEL), macOS
- **Networking & Infrastructure**
TCP/IP, DNS, DHCP, NAT, VPNs, VLANs, Firewall Configuration, Network Hardening, Router & Switch Configuration, Wi-Fi Optimization
- **System Administration**
Active Directory, Group Policy Management, System Imaging, Backup & Recovery, Remote Server Management, Automation & Scripting, User & Access Management
- **Cloud & Virtualization**
Cloud Server Deployment, Remote Hosting, Secure Web Services, Database Hosting, VirtualBox, Microsoft 365 Admin Center
- **Programming & Scripting**
Python (Automation, Bot Development), Bash, Command Line Tools
- **Tools & Platforms**
Cisco Packet Tracer, Wireshark, Splunk (basic), Git, SSH, POS Systems
- **Technical Support & Troubleshooting**
Tier 1–3 Support, OS/Application Troubleshooting, Device Management, Software Installation, User Onboarding & Training.
- **Analytical & Problem-Solving**
 - Root Cause Analysis and Resolution
 - Complex Technical Problem Solving
 - Workflow and Process Optimization
 - High Attention to Technical Detail
 - Logical and Critical Thinking Under Pressure
- **Communication & Collaboration**
 - Cross-Functional Team Collaboration
 - Technical Documentation and Reporting
 - Strong Interpersonal and Customer Service Skills
 - Stakeholder Communication and Support
- **Adaptability & Professional Growth**
 - Commitment to Continuous Learning
 - Rapid Adaptation to Emerging Technologies
 - Responsible Handling of Sensitive Information
 - Self-Motivated and Results-Oriented

CERTIFICATION AND COURSES

- Cisco CyberOps Associate
- Passport Acceptance Agent
- FEMA
- County Mandated Cybersecurity
- CTS 1314 – Network Defense
- CGS 2811 – Incident Response

WORK EXPERIENCE

Technology Guide *Hillsborough County*

(Aug 2023 – Present)

- Deliver outstanding **customer service** by providing a welcoming and helpful environment for both internal and external library patrons.
- Troubleshoot a wide range of **technical issues** related to software and personal devices, including operating system update failures, app malfunctions, connectivity problems, and user account lockouts.
- Guide users in navigating public computing resources, digital services, and library-specific platforms using internal knowledge bases and available support tools.
- Offer **one-on-one tech assistance**, helping patrons with email setup, device configurations, printing, and accessing online services.
- Serve as a **Certified Passport Acceptance Agent**, handling **sensitive personal information** in compliance with federal regulations, ensuring accuracy, confidentiality, and professionalism throughout the application process.
- Participate in continuous learning to stay updated on evolving technological trends and provide informed support to the community.
- Support digital literacy by educating patrons on device usage, cyber-safety, and internet navigation

System Administrator *Biriyani Bowl | StarJohns Inc*

(Nov 2017 – May 2023)

- Managed local and cloud-based IT infrastructure, including Windows and Linux servers, to ensure uptime and reliability.
- Oversaw network configuration, router and switch maintenance, and Wi-Fi optimization for multi-department operations.
- Performed system upgrades, patch management, and implemented security hardening across endpoints.
- Provided Tier 1–3 technical support for hardware, software, and POS systems, resolving issues promptly to minimize downtime.
- Automated backup solutions and system monitoring to enhance data security and operational efficiency.
- Collaborated with management to align IT systems with business goals and ensure compliance with cybersecurity best practices

PROJECTS

Secure Cloud Infrastructure Deployment

- Architecting and configuring servers for web hosting, database management, and virtual private network (VPN) access
- Applying rigorous security measures, including system hardening, firewall configuration, and encrypted communication protocols
- Ensuring high availability and resilience aligned with industry cybersecurity standards

Redstone Bot: Remote Server Management via Discord Integration

- Streamlined server management workflows by enabling remote execution of system commands without requiring direct SSH login
- Enhanced operational efficiency and reduced manual intervention through automation, demonstrating proficiency in scripting, API integration, and cybersecurity best practice