

Mackenzie (Ken) Brigham

Dynamic cloud and cybersecurity professional, transitioning from nearly 10 years in hospitality. With multiple industry-recognized certifications and a growing project portfolio, I bring proven remote experience, hands-on cybersecurity & cloud work, and a strong foundation in various IT concepts.

EXPERIENCE

5CA, Remote — *IT Support Specialist*

OCTOBER 2019 - NOVEMBER 2020

Managed support tickets and live chats via Zendesk, ensuring prompt resolution of technical issues.

Leveraged Virtual Machines, VPNs, and collaborative tools to support high-profile gaming industry clients.

Coordinated with teams via Microsoft Teams and Discord to address emerging technical challenges.

Self-Study & Projects, Washington, DC — *N/A*

OCTOBER 2019 - PRESENT

Built expertise in SIEM systems (Sentinel, Splunk, Elastic Stack) and defensive frameworks (MITRE ATT&CK).

Developed a GitHub portfolio featuring projects such as a home-based SOC/SIEM integration using Azure VM and Sentinel and AWS Cloud architectures.

Continuously enhanced skills through platforms like TryHackMe, HackTheBox, and LetsDefend.

Various, Washington, DC — *Bartender/Shift Supervisor*

OCTOBER 2017 - PRESENT

Delivered exceptional service in fast-paced, high-pressure environments, demonstrating strong communication, multitasking, and problem-solving skills.

Managed operations and ensured secure payment processing under PCI-DSS standards.

WORK SIMULATIONS & INTERNSHIPS

Tata Consultancy Services, Remote — *Cyber Security Analyst Virtual Internship*

JANUARY 2025 - FEBRUARY 2025

Engaged in identity and access management (IAM) simulations, working closely with a cybersecurity consulting team.

Developed comprehensive documentation and presentations on IAM best practices.

2020 F St NW APT 422
Washington, DC, 20006

(202) 428-5235

kenbrigham777@gmail.com

<https://kenb773.github.io/>

CERTIFICATIONS

CompTIA Security+ (Aug 2024 – Present)

CompTIA Network+ (Feb 2025 – Present)

Microsoft AZ-900 (Feb 2025 – Present)

AWS Certified Cloud Practitioner (Mar 2025 – Present)

AWS Certified Solutions Architect – Associate (Mar 2025 – Present)

Google IT Support Professional (Nov 2023 – Present)

SKILLS

Networking: Routing, VPN/VPC, Wireless Technologies, Cloud Networking/Virtualization, Troubleshooting, Diagnostics, Remote Access Solutions

Cybersecurity: SIEM, IDS/IPS, Threat Analysis, IAM, Vulnerability Assessments, SOC Analysis, CTI, Incident Response, Cloud Security, Log Analysis

Tools: Sentinel, Splunk, Elastic Stack, Azure, AWS, Python, ATT&CK, MISP, WireShark, NMap, Shodan, Google Cloud

Collaboration: Zendesk, Microsoft Teams, Discord, Slack, Teamwork, Confluence, Github, Google Docs

American International Group (AIG), Remote — *Shields Up! Virtual Cybersecurity Program*

JANUARY 2025 - FEBRUARY 2025

Conducted threat analysis and researched vulnerabilities, drafting clear remediation recommendations.

Applied Python to ethically test decryption key robustness during simulated ethical hacking scenarios.

LANGUAGES

English - Native/Fluent

Spanish - Conversational

Verizon, Remote — *Cloud Platform Engineer Internship*

FEBRUARY 2025 - MARCH 2025

Used command line Python to test whether Verizon's hypothetical new VPN met the cloud-native traits, i.e. redundancy, resiliency and least-privilege.

Researched approaches to achieve application security and communicated insights in a PowerPoint Presentation.

Deloitte Australia, Remote — *Virtual Job Simulation (Technology)*

FEBRUARY 2025 - MARCH 2025

Developed a Python-based solution to transform and unify JSON telemetry formats into a standard structure, validated through automated tests on Replit.

Wrote a formal development proposal for an internal machine health dashboard, outlining scope, timeline, and technical approach tailored to a secure, intranet-only environment.

PROJECTS

GitHub Cybersecurity + Cloud Portfolio

A curated showcase of projects and hands-on labs, including a home-based SOC with SIEM integration via Azure VM and several AWS-native architectures, all including detailed documentation. You can explore these projects at kenb773.github.io.