

MAURICE GLENN II

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| PROJECTS

Project: HoneyNet

Source: <https://github.com/MauriceGlenn2/Azure-SOC>

Description: Built a mini honeynet in Azure, ingesting logs into Microsoft Sentinel to create attack maps, trigger alerts, and generate incidents. Measured security metrics pre- and post-hardening to assess control effectiveness.

| WORK HISTORY

Cuisine Solutions - IT Support Specialist

San Antonio, TX • 03/2024 - Current

- Monitored and analyzed suspicious logon attempts, identifying and responding to potential threats
- Conducted investigations into email spoofing incidents to identify phishing attempts and potential security breaches
- Secured sensitive data by configuring user accounts with appropriate access controls and promptly disabling accounts for terminated users.
- Troubleshoot and resolved hardware and application issues (MacOS, Windows, iPhones, Android) to minimize disruptions and ensure user productivity.

Pearson - IT Support Specialist

San Antonio, TX • 05/2022 - 06/2023

- Developed comprehensive user guides and documentation for common technical issues and solutions, contributing to an improved self-service experience and reduced ticket volume
- Diagnosed and resolved hardware and software problems for end-users, ensuring minimal disruption to operations
- Effectively troubleshoot issues related to operating systems, network connectivity, applications, and peripheral devices, consistently achieving high user satisfaction and timely incident closure
- Demonstrated exceptional skill in providing remote assistance to users across diverse locations, employing remote desktop tools and clear communication to guide users through technical problems.

| EDUCATION/CERTIFICATIONS

CompTIA

Expected in 10/2024

Security +

Leveld Cybersecurity Bootcamp

08/2024

Google

07/2024

Google Cybersecurity Certification

| SKILLS

- Security Hardening
- Problem-Solving
- Incident Response
- Customer Service
- Network Security
- Soft Skills
- Linux/Windows Security
- Azure Security
- Firewalls
- SIEM
- Active Directory