# GANNON O'CONNOR

NOC Technician

## CONTACT

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- Rochester, NY
- https://www.gannonis.fun

## EDUCATION

**2019 - 2023**
**SUNY ALFRED STATE   BS**
- Major - Cyber Security
- Minor - Network Administration

## SKILLS

- **Operating Systems**: Deploying, configuring, and installing Windows Server and Ubuntu.
- **Network Administration**: Full rack setup with firewall, ACL, VLANs, ZBF, VPN, spanning tree, and server configurations (file, web, database, telephony, and print servers) on both Ubuntu and Windows Servers. TCP / IP Stack
- **Technologies**: 2 yrs experience with SolarWinds, Meraki, RealMD, Asterisk, Cisco, and Polycom PBX
- **Digital Forensics**: Conducted digital forensics labs in a self-hosted lab environment.

## PROFESSIONAL STATEMENT

Recent Cyber Security graduate (3.1 GPA) with Network Administration minor from Alfred State College. Proven leader and team player with strong work ethic. Seeking to leverage academic and internship experience to contribute to your company's success. Committed to lifelong learning and professional growth.

## WORK EXPERIENCE

**Avangrid**

Tier 2 Network Management Specialist              2025 - PRESENT

- Managed Layers 1,2 & 3 troubleshooting for over 2000 renewable energy sites around the world
- Assisted Tier 1 with Troubleshooting when tasks went beyond their skillset (BGP, ARP, & TACACS)
- Provided Phone & Email support for over 8,000 clients & vendors utilizing Cisco, Nokia, Fortinet, and Ciena Routers & Switches
- Led several Cyber Security focused projects such as real time Fortigate CVE patching, Ciena upgrades, and Badge / Camera access.

**FirstLight Fiber**                                2023 - 2025
NOC Technician

- Communicated with clients & coworkers to oversee 99.9% uptime in various equipment (phones, multiplexors, routers & switches, and cell towers)
- Troubleshot network outages, performed network maintenance, and provided Network Operations support for over 15,000 customers, businesses & agencies.
- Monitored & Resolved various outages on over 50 10GB, & 20 100GB fiber lines via SolarWinds, OcularIP, and other SLA Monitoring solutions
- Participated in continuous trouble ticket management (creation, troubleshooting, escalation & resolution) to improve or maintain customer satisfaction
- Oversaw DDOS Mitigation / Troubleshooting process working alongside clients & engineers to review alerts & determine cause

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## PROJECTS

**Capture The Flag Competitions**:

- Experience with TryHackMe (Top 5% in the world), VulnHub, and Hack The Box.

**HomeLab Projects**

- Built Active Directory Lab (Domain Controller + 3 Windows Machine + 1 Linux Machine)
    - Examined AD/DS Exploits
        - LLMNR Poisoning + Hardening, NTLM Hashes, SMB Relay Attacks + Hardening, Privilege Escalation + Good Defense, & Token Impersonation Attacks + Hardening

- Investigated Windows machine privilege exploiting & rooting utilizing nmap, BurpSuite, Nessus, PEASS Suite, Metasploit, Meterpreter, and various other Red Team focused software suites.

- Explored The Sleuth Kit, FTK Imager, KAPE, Volatility & Eric Zimmerman's toolkit for diving deep into Windows & Memory Forensics

- Utilized Wireshark for Packet Capture & Analysis of Network traffic to discover exploits in traffic (CTF challenge)

## CERTIFICATIONS

Google Cyber Security: Prepare For CyberSecurity Jobs

https://www.coursera.org/account/accomplishments/verify/K1YCLOANYJPA

**In Progress:**

CompTIA Security+

TCM Security eJPT (Ethical Junior Penetration Tester)

TCM Security PNPT (Practical Network Penetration Tester)