

# ROBERTSON KNIGHT

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## SUMMARY

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IT professional with a strong foundation in system administration, monitoring, and enterprise operations, now actively transitioning into the cybersecurity field. Experienced in managing high-volume data transfer environments, performing vulnerability remediation, and supporting 24/7 incident response efforts. Currently relocating to the Washington, DC area and seeking opportunities to apply and grow cybersecurity skills in a mission-driven environment. More details on my work experience and relevant projects can be found at [robertsonknight.com](http://robertsonknight.com)

## EXPERIENCE

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**Systems Programmer II** - Blue Cross Blue Shield of South Carolina – Columbia, SC May 2023 – Present

- Serve as the technology owner for multiple enterprise file transmission software products, ensuring their stability, redundancy, and alignment with organizational requirements.
- Led several infrastructure projects focused on increasing system redundancy and keeping platforms current with the latest updates and configurations.
- Maintain enterprise systems supporting over 5 million annual file transfers for 500+ customers, ensuring uptime, data integrity, and reliable performance.
- Monitor system health and performance using tools like Splunk to identify and address anomalies and performance issues or potential security weak points.
- Apply regular OS and application patches to maintain system stability and ensure up-to-date software environments across multiple Windows, and Linux based environments.
- Participate in a 24/7 on-call rotation, responding to critical incidents and resolving urgent operational issues.
- Address findings from system scans and audits, implementing necessary fixes and improvements.
- Troubleshoot and resolve system issues, by following system documentation and working directly with vendors to ensure proper configuration and user access.
- Support incident investigations and documentation, contributing to service improvement efforts and operational resilience.

**IT Support** - University of South Carolina College of Nursing – Columbia, SC August 2022 – May 2023

- Collaborated with a team of IT professionals to provide IT support and excellent customer service
- Troubleshooted a myriad of IT issues for faculty, staff, and students in the College of nursing

**Intern** - Outdoor Marketing International – Mellrichstadt, Germany May 2022 – June 2022

- Collaborated on a business case presentation for company leadership and supported product demonstrations at trade shows across Europe, enhancing customer engagement and market visibility.

## SKILLS / CERTIFICATIONS

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◇ Comptia A+ ◇ Comptia Network+ ◇ IBM Connect Direct ◇ IBM MFT ◇ IBM AIX ◇ Service Now ◇  
◇ Red Hat Enterprise Linux ◇ Windows Server ◇ Splunk ◇ Bash ◇ Python ◇ HTML/CSS ◇ Java◇

## EDUCATION

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University of South Carolina - Bachelor of Science in Integrated Information Technology

May 2023