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## PROFESSIONAL SUMMARY

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Veteran, Certified IT Professional with a diverse background & actively in pursuit of gaining multiple certifications. Proven customer service abilities; developing a solid rapport with customers; gaining an understanding of and meeting their needs. Skills including but not limited to computer networking, analytical thinking and creative problem solving. Dedicated to a team environment dynamic with the ability to contribute expertise and follow leadership directives.

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## TECHNOLOGY SUMMARY

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Windows 7/8/10 | Mac OS X & iOS | DNS & DHCP | Networking | Physical & Logical Security | Network Standards & Protocols | IPS/IDS Intrusion Prevention System & Intrusion Detection System | Disassemble & Reassemble desktop PCs | RAM | Hard Drives | Motherboard | Network Interface Cards & Processors | Active Directory | Microsoft Firewalls | identify types of Malware | Adobe Acrobat XI Professional | Scripting with Visual Basic | Classless IP Addressing

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## EDUCATION

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MyComputerCareer | **Information Technology Security Administration** | April 2025

**IT Certifications:** Microsoft Azure, Microsoft Azure AI, Linux Essentials, CompTIA Security+, CompTIA Network+

Southern Methodist University, 24-week Full-Stack Coding Bootcamp, **Certificate**

Southern Methodist University, 24-week Cybersecurity Bootcamp, **Certificate**

Pierce Community College, Puyallup, WA **Associate of Science in Biology** 2021-2022

Minnesota State Technical and Community College, Moorhead, MN **Associate of Science in Biology**, 2020-2021

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## KEY SKILLS

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- Implement wireless networks, & various topologies.
- Install & configure computer hardware, software, systems, networks, printers & scanners.
- Ability to stick to deadlines, prioritize & display problem-solving skills.
- Virus & malware mitigation, cleaning infested computers and implementation of Encryptions.
- Cloud Platform Support to include: Microsoft Intune, Azure, Office 365 & Google Cloud Applications.
- C# Programming, C++ Programming, Java Programming, Android Mobile Application

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## EMPLOYMENT EXPERIENCE

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**IT & RF Support Technician**, Buytwoawayradios.com, 07/20/2023-current

- Maintaining the company's domain network
- Conducting cybersecurity awareness training for employees
- Troubleshooting Windows and Domain connectivity issues
- Screening untrusted files and attachments received by the company
- Leading or assisting in responding to cybersecurity incidents and breaches, including identifying and mitigating vulnerabilities
- Providing remote technical support to employees and customers, efficiently resolving IT issues to minimize disruptions
- Remote customer support through troubleshooting by phone, remotely and virtually.

**Transportation Security Officer** Transportation Security Administration (TSA) Seatac, WA, 06/2022-09/2022

**Security Guard** Naval Base Kitsap Police Department Bremerton, WA, 12/2021 – 03/2022

**Correctional Deputy** Pierce County Sheriff's Department Tacoma, WA, 02/2018 – 08/2020,

**Infantryman** Honorable Discharge United States Army Joint Base Lewis McChord, WA, 01/2014 – 02/2018

## HIGHLIGHTED TECHNICAL EXPERIENCE & PROJECTS

- Worked on a team developing and building a secure network infrastructure.
- Conducted research on network security, cryptography, and firewalls to determine best practices and implemented practices.
- Configured network devices, set up a firewall, and implemented load balancing to improve network performance.
- Set up an OPNsense and PfSense firewall complete with a NGFW component with a redundant firewall (including IDS IPS configuration). Wrote and uploaded custom IDS, IPS, and snort rules.
- Configured a Wazuh SIEM that compiled logs by a SNMP trap used with the OPNsense NGFW and acted as a HIDS and limited HIPS solution.
- Wrote custom rules and alerts based on behavior with the Wazuh SIEM as well as on Splunk.
- Experience using docker for hosting websites and running programs.
- Utilized HTTPS and SSL certifications to secure web applications and protect sensitive data.
- video showcasing the firewall/SOC network running on virtual machines  
<https://www.youtube.com/watch?v=rzXCd87-i3g&t=3s>
- Completed an intensive 24-week program focused on cybersecurity and gained practical experience in Linux and Windows administration, network security, scripting, and cloud computing.
- Completed an intensive 24-week Coding bootcamp focused on JavaScript. Gained practical experience in coding and working with networks I learned to secure in the cyber security bootcamp
- Set up an Azure lab with a load balancer, jump boxes, firewall, and configured containers to host a website.
- Recognized and mitigated attacks on the Damn Vulnerable Web Application (DVWA) and used OSINT to recognize upcoming threats.
- Used Splunk to create reports and dashboards to gain insight into potential security threats.
- My website portfolio <https://srgowen.github.io/ReactPortfolio/>