

Threat Management Ops Threat Management Ops Atlanta, GA Work Experience Threat Management Ops IBM Security Threat Management Ops - Atlanta, GA June 2017 to Present

Orchestrate the procurement, provisioning, dynamic configuration, monitoring and maintenance of the hybrid infrastructure utilizing Agile Methodology Monitor and upgrade on-prem virtualization infrastructure cost efficiently via Internal Surplus Administer & maintain health for VMware cluster - vSphere 6.7 environment w/ 900+ VMs - [Linux|Windows] Gather requirements to reproduce customer environments in AWS Administer AWS and reproduce environment based on support|dev ask Administer IBM Cloud and reproduce QRadar, Linux, Windows environments based on support|dev ask Produce ansible playbooks automating QRadar, Linux, Windows OS VM deployments via Tower => AWX Implement automation for deployments, new user generation, pwd resets Deploy and maintain IBM Flex System Enterprise cluster Deploy and maintain IBM Storwize cluster Coordinate Q1-Q4 QRadar hardware procurement for Threat Management WW Lab sites: Atlanta, Belfast, Dublin, Frederickton, Pune, Sydney, Tokyo Proof of Concept open source services for improving business process Enable users via the Identity Access Management Deploy and onboard users to phpIPAM for automating IP Address Management in lieu of wiki Maintain RDBMS for record sanitization Deploy and onboard users to osTicket for an open source lab ticketing system Procure depreciated hardware with Net Book Value of \$1 to upgrade existing on-prem infrastructure through internal NA lab contacts Maintain sandbox environment for PoC\container deployments for lab enhancements Maintain backups to Services VMs for disaster recovery Maintain local FTP server including all General Availability released QRadar fixcentral patches Upgrade firmware to maintain compliance & system health Deploy Endpoint Detection & Response agents on all persistent Windows & Linux systems meet internal security compliance In collaboration with the Knowledge and training squad, onboard the new hires onto virtual and physical lab offerings including access to Physical Appliances through an APCON switch Upgrade on-premise QRadar physical appliances to offer various QRadar 7.28, 7.30, 7.31, 7.32 patch levels for replaying customer environments Acquire and provision new|surplus hardware for infrastructure e.g: blade center chassis blades, expansion storage nodes,

Siteprotector, XGS, QRadar core appliances Ensure green health state and availability for on-premise assets Security DevOps Systems Administrator IBM Security Threat Management Ops - Atlanta, GA September 2015 to June 2017 Provision and maintain on-premise VMware infrastructure leveraging vSphere Administer Red Hat Enterprise Linux Systems Administer Windows Operating Systems Collaborate with IBM Security Worldwide Teams for deployment of Collaborate with IBM Security Worldwide Teams for deployment of vulnerable and non-vulnerable windows/linux lab hosts to reproduce System Vulnerabilities Onsite data-center racking, system recovery, OS Installation, and configuration of IBM, Dell Servers Maintain local DNS as well as eNOS records - IBM Internal DNS Maintain e-AMT compliance by ensuring capital assets are coded properly depending on asset purpose - IBM internal asset tracking Coordinate Quarterly Surplus Equipment deliveries for X-Force Labs to Austin\Endicott Migrate equipment among 1st, 2nd, 4th floor X-Force Labs to support ongoing projects Facilitate Performance Lab mission transfer from Atlanta to Taiwan Middle Georgia College Macon, GA In accordance with IT policies, produce case studies to resolve diverse hardware and software issues Provide technical support by phone, in person and on-site Responsible for loading new software as well as deploying new computer systems on existing network Troubleshoot desktop computers, laptops, monitors, printers and other IT equipment in place Gained understanding of supported applications, as well as typical types of user issues, including resolutions via Root Cause Analysis Education Bachelor's degree in Information Science and Technology in Platforms Middle Georgia College 2015 UAG Skills Operations, Inventory, training, Inventory Management, Datacenter management (4 years)

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