

SECURITY ENGINEER SECURITY ENGINEER United States Navy Veteran with a demonstrated history of working in the IT and network security industry. Strong Security Engineering professional with a Bachelor of Science (BS) focused in Computer and Information Systems Security/Information Assurance. San Diego, CA Work Experience SECURITY ENGINEER Proficio - Carlsbad, CA November 2017 to Present Assist in the on-boarding and implementation of ProSOC service and Managed Security Services solutions for Proficio clients across multiple industries and regions. Review technical security posture (network, application, and servers) for existing and newly acquired businesses or services. Perform installation and configuration of security monitoring tools in support of our ProSOC service. Using ArcSight and Splunk to monitor log flow and alerting for customers. Resolve escalation from SOC Analysts. Participate in Engineering on-call rotation. Research new products for SIEM compatibility. Work with our Content Team to develop use cases. Assist with implementation of vulnerability management programs. Provide technical training on multiple security devices to our internal team. Used out of the box thinking as well as industry standard troubleshooting tools. Creating/modifying technical documents.

CYBERSECURITY ANALYST SOC, PROFICIO March 2017 to November 2017 Monitor events using multiple SIEM Consoles (ArcSight & Splunk). Constructed active channels/dashboards to replay and interpret events. Investigated security incidents using active channels, event graphs, annotations, previous/current cases, and reports. Created annotations, reports and manual cases. Recognized patterns or inconsistencies that could indicate complex cyberattacks. Perform threat hunting. Recommended improvements to service, efficiency and quality of work. Developed and documented appropriate troubleshooting techniques. Demonstrated excellent communication and customer care skills. Met defined service level agreements regarding response time and customer notification. Constantly lead US region for most cases worked. Assist junior analyst with triaging cases. Maintaining log records.

INFORMATION SYSTEMS SPECIALIST FINANCIAL PARTNERS CREDIT UNION January 2015 to March 2017 Monitor and maintain ATMs, FPCU Website/E-Banking, and Symitar systems daily to maintain maximum up time to 99.9%. Ensure all IT related problems and issues are logged in the IT request system BMC TrackIT Support end

users and executives with any issues regarding PC, Network, ATM and Telecom problems or questions, including remote offices. Serve as a backup on coordinating ATM activities and implementation of new software or hardware. Perform QA testing on new software release before pushing to all departments with PDQ Deploy. Create/Modify/Update procedures as needed. Use SmartDeploy to create custom images for each department workstation. Active Directory User administrator. Exchange User administrator. Configuring Cisco Phones with Call Manager. RSA User Account Administrator. MaaS360, Secured Mobile Device Management Administrator. BAE Systems Security Management Console Administrator. Cisco Email Security Appliance Administrator. Assist with Administering of LogRhythm. Conduct Security Training to end users. Perform random Phishing test with organization. Complete all daily operational tasks as assigned as well as verify work is being completed in a timely manner.

**IT MANAGER SAN DIEGO MEDICAL FEDERAL CREDIT UNION** January 2015 to July 2015 San Diego Medical Federal Credit Union merged with Financial Partners Credit Union. While in the position of IT Manager, I oversaw everything related to IT for SD Medical Federal Credit Union. One-man team responsible for the main branch and two remote branches. Supported, maintained, and administer Financial System (Symitar). Provided security training to end users. Monitor Network Traffic with Solarwinds. Migrated SD Medical's network over to Financial Partners Network. Administer users in Active Directory, Microsoft exchange, Polycom IP Phones. Perform nightly backups. Build and maintained standard deployment images for computers. Support board member meetings every Friday. Managed cisco router, cisco catalyst switches, Juniper firewalls, Dell iSensor IPS. Creating documentation for policies and procedures. Understanding of Regulatory Compliance (SOX, GLBA, HIPAA, FISMA, PCI, DMCA). Conducted audits to ensure compliance.

**TECHNOLOGY SPECIALIST HEWLETT-PACKARD** March 2014 to January 2015 - **CONTRACT POSITION, HEWLETT-PACKARD** Providing Tier I and II level support in an enterprise environment to all Hewlett-Packard employee. Perform data recovery, data backup, and data transfers. Deployed COE and Non-COE Images to user's computer Assist in helping to enforce HP IT Security Policy. Help with the expansion of the site's LAN. Implementing and supporting

Microsoft Lync communication. SharePoint Administrator. Creating documents for standard and non-standard IT process and policy. Providing training to non-technical end users. In charge of inventory, shipping and receiving of all IT assets. OPERATIONS AGENT BEST BUY August 2013 to May 2014 FOR GEEK SQUAD, BEST BUY Resolving customer's issues, via phone, email, or in person. New computer setups, doing client education, checking in clients, making reservations for clients. Daily tracking of all computers in repair with current status and estimated repair times. Shipping and receiving of computers, tablets, phones, parts. Restoring and cleaning all return computers and tablets, then set back to factory settings to be sold as open box. Running hardware and software diagnostics, virus scans and removals, software installations. Data backups and transfers. Installing and removing hard drives, rams, power source, fans, CPU, motherboard, LCD screen, graphic cards, and sound cards. Screen replacement for iPhone, laptops, and tablets. SYSTEM SPECIALIST INTERN ENCINA WASTEWATER AUTHORITY August 2013 to March 2014 Providing IT support to end user in a windows environment. Troubleshooting, answering questions, and providing training. Testing thin clients to ensure user friendly. Creating and maintaining user's account. Running Ethernet cables from multiple rooms to server room. Installing switches, routers, access points, servers, patch panels. Experience with cisco call manager, cisco unity, IPrism, Veeam, Solarwinds, SharePoint. Windows server 2008, 2012, win7, and win8. Microsoft office, Adobe, Print servers, financial servers, and Exchange server. ESET AV Manager. Setting Dynamic IP address for office equipment's. Setting up computers and VoIP phones for users. Doing clean installation of operating systems, creating back up images. Creating documents for issues that have been resolved, creating diagrams with Visio 2013. Programming security door locks and gate locks. Experience with MUNIS (Used for our financial system), creating requisitions, PO's. PC REPAIR INTERN SAN DIEGO PC HELP December 2012 to August 2013 Trouble shooting and repairing desktops, laptops, tablets, and smartphones. Breaking down and setting up PC, tablets, and smartphones for repairs. Performing quality assurance testing after each repair. Setting up LAN for gaming center. Documenting all work done on each item. Inputting customer information into the system (Microsoft CRM). Removing viruses, updating virus

protection software, improving PC performance. Installing new software, operating system, and new PC components. Addressing customers' questions and concerns via email or phone in a timely manner. Maintenance Technician United States Navy - San Diego, CA May 2006 to May 2012 - Awarded for having good conduct while in the service without any incident. Navy Achievement Medal - May 2009 - Awarded for discovering and repairing steam leak on the main engine turbine while on deployment, saving the navy\$150,000.00 MAINTENANCE TECHNICIAN UNITED STATES NAVY May 2006 to May 2012 Performed inspections, kept detailed records regarding operations and performance as part of overall Maintenance. Minimized department costs by monitoring inventory and usage of materials and tools. Learned Strong problem-solving and decision-making skills with a special attention to detail. Supervised, trained, and managed the safety of teams of junior personnel as large as thirty employees. Carefully interpreted and followed diagrams, technical manuals, and oral or written instructions. Designated as overall in charge for responsibility of office computers and printers. Performed miscellaneous clerical duties such as filing, note-taking, and operating office equipment's. Set-up desktop computers, laptops, and printers for office space. Troubleshoot and repaired issues with office computers, printers, monitors. Replaced failed hard drives, installed graphics card, ram, fan, power supply. Provided excellent customer service to contractors with question or any concerns. Education BACHELOR OF SCIENCE in (BS), COMPUTER AND INFORMATION SYSTEMS SECURITY/INFORMATION ASSURANCE ITT TECHNICAL INSTITUTE - San Diego, CA April 2014 to December 2015

Name: Joel Thomas

Email: davisandrew@example.com

Phone: 910-350-3687