Zackery Mark Whitscell

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EDUCATION

University of Tennessee   Knoxville, Tennessee

BA, Computer Engineering, *Minoring in Cybersecurity*   *May 2024*

EXPERIENCE

Southern Company   Atlanta, Georgia

Security Operations and Infrastructure Intern   *May 2023 - Present*

- Research projects into company automation and AI implementation
- Work on automated data normalization and large-scale data cleanup
- Research and develop automated reports and dashboards in Splunk Enterprise
- Help develop XSOAR automation to reduce SOC MTTR and reduce SOC analyst fatigue
- Lead a team of 15 interns to research and present findings to company executives
- Develop knowledge of business logistics and management skills within cybersecurity

SUMO Mass Notification Systems   Knoxville, Tennessee

Lead Robotics and Controls Engineer   *January 2023 - June 2023*

- Sole engineer working alongside company CEO, CTO, and CFO
- Extensive research into safety, reliability, and cost
- Designed and implemented all code for current production models
- Successfully reduced expected automation cost by over 30%

Best Buy   Knoxville, Tennessee

Operations Team Lead   *November 2017 - March 2023*

- Trained new hires and seasonal associates in SOP and safety
- Led inventory teams in loading/unloading shipments
- Point of contact for customer inquiries and issues
- Managed the organization and filing of documentation ensuring legal compliance

PROFESSIONAL CERTIFICATES

- *CompTIA Security+* (October 2023)
- *Leading Productive Meetings - LinkedIn* (October 2023)
- *Critical Thinking for More Effective Communication - LinkedIn* (September 2023)

SKILLS

Programming Languages - *C++, C, Python, VHDL, C#, Java, Javascript, HTML*

Tools - *Microsoft Suite, Splunk, XSOAR, Crowdstrike, Azure, ChatGPT, Linux, Kafka, Kubernetes*

Soft Skills - *Problem-Solving, Communication, Teamwork, Leadership, Analytics, Business Strategy*