Austin L. John

New Jersey | LinkedIn | (908) 274-4615 | austin.logan.john@gmail.com | https://www.austinloganjohn.com/

EDUCATION & CERTIFICATIONS

Texas A&M University   **College Station, TX**
BS in Technology Management, Minor in Business Administration   *May 2024*

- **CompTIA Security+ Certification:** Verification ID - ZYQZ2EP61FQQ1R5L
- **ITIL 4 Foundations Certification:** PeopleCert ID - GR671506197AJ

WORK EXPERIENCE

Truso Engineering   **Remote**
IT Analyst (contract)   *January 2024 - present*

- Collaborate cross-functionally with the sales and marketing team to refine current IT Product Inventory and queue updates.
- Manage resource allocation by establishing base configurations for VDI solutions for employee remote access.
- Facilitate communication between vendors in North America and the sales team in the UAE by coordinating web conferencing and sitting in on sales calls to provide IT knowledge of products and services offered.

BNY Mellon   **Jersey City, NJ**
IT Project Coordinator (contract)   *May 2023 – December 2023*

Evergreen: Enterprise-wide remediation of End-of-Life software applications mitigating vendor SLA extensions

- Created KPIs for L3 Managers by compiling 150+ Excel sheets and conducting analyses to identify key trends and metrics.
- Developed macros with Excel VBA to automate and standardize action plan reporting for product owners/managers.
- Visualized data with Power BI dashboards for C-Suite review, automating updates and SharePoint publishing with macros.
- Discovered 15+ common software products and versions causing remediation delays across multiple LOBs.
- Constructed Ad-Hoc reports per supervisor requests and managed project/process documentation within Confluence pages.

Advisor / RR Identifiers Expansion: Project expanding identifier capacity used globally on company apps from 3 to 9 characters.

- Facilitated project by managing JIRA tickets and ServiceNow Change Requests & RFCs for User-Acceptance Testing.
- Managed a multi-release tracker and conducted data reconciliation for Program Quality Assurance auditing.
- Generated IT Governance, Risk, and Compliance (GRC) reports and submitted them to an oversight board for review.

PROJECTS & RESEARCH

Urban Resilience.AI Laboratory - TAMU   **College Station, TX**
Student Researcher   *January 2023 – June 2023*

- Collaborated with Dr. Ali Mostafavi to enhance data mining efforts for his research, Disaster Informatics Solutions: Integrating Human and Machine Intelligence for Resilient Infrastructure and Smart Emergency
- Developed Python scripts and deployed them on AWS EC2 Instances, obtaining street-view images of residential houses across the Greater Houston Area via Google Maps API and utilizing SFTP to ensure secure transfer of protected files.
- Utilized an AI program to sort 50,000+ files, identifying optimal images with visible door fronts and reference objects to assess elevation changes pre- and post-Hurricane Harvey.

Cyber Learning Lab - https://austinhomelabs.com/

- Enforced network segmentation within home network for lab by configuring interfaces and firewall rules with OPNsense, with VLANs through a NETGEAR switch for "attack" machines and a Dell PowerEdge R640 rack server host machine.
- Simulated Enterprise IT Infrastructure by configuring VMs of Windows Server (2022), Splunk SIEM, Nessus Tenable Vulnerability Scanner and several "employee" computers, with all being hosted via Proxmox VE hypervisor.

OPNsense + Zenarmor NGFW - https://austinhomelabs.com/

- Hardened network security by repurposing a Dell OptiPlex 7050 SFF to serve as a dedicated router and firewall appliance.
- Strengthened security by implementing OPNsense's Suricata-based IDS/IPS to monitor WAN with ProofPoint Telemetry rules alongside IP blocklists having cron jobs configured for daily updates.
- Integrated Zenarmor's next-generation firewall to protect LAN interfaces and record logs in a local MongoDB install.

SKILLS & INTERESTS

PM/BI Tools: Power BI, Tableau, Grafana, JIRA, ServiceNow, Confluence, SharePoint, Excel VBA, Agile/Scaled Agile

Cloud/DB: Azure Data Factory, AWS EC2, Digital Ocean, SQL, NoSQL, MongoDB, Redis, InfluxDB, Elasticsearch

Network/Languages: Python, Linux, R Programming, Wireshark, Nmap, Splunk SIEM, Nessus Tenable, Active Directory

Interests: Cybersecurity, Open-source Software, Smart Home Technology, Jazz Music, Soccer, & Formula 1 Racing