Austin L. John

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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   *January 2024 - present*

- Collaborate cross-functionally with sales and marketing team to refine current IT Product Inventory and queue updates.
- Manage resource allocation by establishing base configurations for VDI solutions used by employee access.
- Facilitate communication between vendors in North America and 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   *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 delta analyses to identify trends and metrics.
- Visualized data and KPIs through Power BI dashboards for C-Suite review, identifying 15+ software products and versions causing remediation delays across Pershing and PershingX LOBs.
- Developed macros with Excel VBA to automate and standardize action plan reporting for product owners/managers.
- 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 by conducting data reconciliation for Program Quality Assurance auditing.
- Generated IT Governance, Risk, and Compliance (GRC) reports and submitted them to internal 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 contribute to 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.
- Sorted through 80 data sets of 1000+ images each, utilizing an AI program to identify the best images that contain a visible door front and reference object to calculate base of elevation deltas before and after Hurricane Harvey

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.
- Integrated ZenArmor's next-generation firewall to protect LAN interfaces and record logs in a local MongoDB install.
- Increased security by utilizing OPNsense's Suricata-based IDS/IPS to monitor WAN with ProofPoint ET Pro Telemetry rules alongside IP blocklists updated daily to assist in enforcing a zero-trust policy.

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

- Built an isolated lab environment within home network by configuring a separate interface with OPNsense, wired through a NETGEAR switch with VLANs for attack machines and a Dell PowerEdge R640 rack server host machine.
- Simulated Enterprise IT Infrastructure by configuring a Windows Server (2022), Splunk SIEM, Nessus Tenable Vulnerability Scanner and several "employee" computers that are all hosted on a node on a Proxmox VE hypervisor.

SKILLS & INTERESTS

PM/BI Tools: Power BI, Tableau, Grafana, JIRA, ServiceNow, Confluence, SharePoint, Excel, Agile/Scaled Agile (sAFE 6)

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

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