Austin L. John

USA | 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 (IAT Level II)
- **PeopleCert ITIL 4 Foundations Certification:** PeopleCert ID - GR671506197AJ

WORK EXPERIENCE

Truso Engineering   **Remote**
IT Analyst (contract)   *January 2024 - present*
- Manage resource allocation by establishing base configurations of VDI solutions for employee remote access.
- Collaborate cross-functionally with the sales and marketing team to refine current IT Product Inventory and queue updates.
- Facilitate communication between North American vendors and international sales team by coordinating web conferencing

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

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 and allocated billing hours to project team efficiently remaining under forecasted budget
- 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
- Constructed Ad-Hoc reports per supervisor requests and managed project/process documentation within Confluence pages

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 and identify optimal images with visible door fronts and reference objects to calculate elevation changes pre- and post-Hurricane Harvey

IT Lab Environment - https://austinhomelabs.com/
TheHive Project – Security Incident Response Platform (SIRP)
- Deployed TheHive Project, an Open-Source SIRP that uses Elasticsearch, Apache Cassandra, and Minio S3s to operate
- Configured alongside Cortex analytics engine to identify threats and triage them by associated classifications
- Deploy and manage both, TheHive + Cortex, on a locally hosted Kubernetes K8 cluster through a Proxmox VE hypervisor
OPNsense Firewall + Router
- Rebuilt a small form factor desktop to be a dedicated security appliance, integrating a Zenarmor NGFW for real-time LAN monitoring and a Suricata-based IDS/IPS for WAN interface threat monitoring and prevention
- Enforced network segmentation with VLANs to ensure home lab environment is completely isolated from home network
WireGuard VPN Tunnel + Cloudflare DDNS
- Installed and configured a Dynamic DNS client on OPNsense router to continuously update DNS records using Cloudflare API tokens to accommodate Dynamic WAN IP and configure remote access to LAN via a WireGuard VPN tunnel
- Configured Firewall Rules to permit client device access to locally hosted services and devices on multiple LAN subnets

SKILLS & INTERESTS

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

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

Languages/Network: PowerShell, BASH, Python, Linux, R Programming, Wireshark, Nmap, Splunk, Nessus Tenable

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