

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 (IAT Level II)
- PeopleCert ITIL 4 Foundations Certification: [PeopleCert ID](#) - GR671506197AJ

WORK EXPERIENCE

Truso Engineering

Remote

IT Analyst (contract)

January 2024 – May 2024

- Implemented GPOs with Active Directory to enforce security policies and automate resource assignment and deployment, reducing manual configuration tasks by 25%
- Developed a handbook of steps to troubleshoot common ticket issues, resulting in a decrease of related tickets by 30%
- Collaborate cross-functionally with the sales and marketing team to refine current IT Product Inventory

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 2 years of Excel reports (200+) and conducting analyses to identify trends
- Developed macros with Excel VBA to automate and standardize action plan reporting for product owners/managers
- Visualized data with Power BI 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 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
- Constructed Ad-Hoc reports per supervisor requests and managed project/process documentation on Confluence pages

PROJECTS & RESEARCH

Technology Management Directed Studies

College Station, TX

Student Researcher

January 2024 – May 2024

- Collaborating with Dr. Sweeney to develop a research paper on ITIL 4 Applications to CI/CD models, targeting 8 frameworks to apply to ultimately enable organizations to create structured CI/CD pipelines optimized for efficiency

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
- Deployed Python scripts on AWS EC2 Instances to obtain street-view images of housing from Google Maps API
- 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 - austinhomelabs.com

TheHive Project – Security Incident Response Platform (SIRP)

- Deployed and configured TheHive Project, a SIRP that uses Elasticsearch, Apache Cassandra, and Minio S3s
- Manage TheHive + Cortex deployment on a locally hosted Kubernetes K8 cluster on 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/subnets to ensure lab environment is isolated from home network

SKILLS & INTERESTS

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

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

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