

|  |  |  |
| --- | --- | --- |
| **Billy Gigurtsis** | London, England  m: 07766000438  bgigurtsis@gmail.com  [LinkedIn](https://www.linkedin.com/in/bgigurtsis/) | [Blog](https://www.bgigurtsis.com/) |  |

**Professional Summary**

Highly effective and well-rounded Information Technology professional with deep-dive experience in both technical support and information security, including security analysis. Selected out of thousands of applicants to attend the 10-week 2022 SANS / HM Government “[Upskill in Cyber](https://www.upskillcyber.co.uk/candidates)” program. Known for delivering excellent service in fast-paced environments, with the skillset to analyze and act on complex information. Outstanding communicator with extensive experience collaborating with high performing teams to ensure service delivery.

Core Competencies

|  |  |  |
| --- | --- | --- |
| * Threat Hunting * Documentation & Reporting | * Security Analysis * Triaging & Prioritization | * Incident Response * Phishing Analysis |

**Professional Experience**

Ping Identity, London, England, March 2021 — Present  
**Desktop Support Engineer**

* Execute strategic analysis & incident response to security alerts entering the helpdesk, collaborating with the infrastructure security team to ensure integrity of our systems, using software such as Splunk, Sophos, and Microsoft Sentinel.
* Align objectives and bridge communication between the IT support and security team to maintain a strong security posture while following ITIL.
* Resolved over 1400 tickets originating from a global, 1300+ userbase within my first 10 months of employment while being the sole Desktop Support Engineer in EMEA.
* Review and solve issues with hardware and software including macOS, Zoom, SSO/MFA, M365, Azure and more.

Historic Royal Palaces, London, England, March 2020 — May 2020   
**Contract Service Desk Analyst**

* Served as the primary point of contact for over 1200 users facing technical issues in multiple UK Palaces.
* Communicated with users to identify and investigate issues, implementing effective solutions to restore full functionality while following ITIL.
* Coordinated with third-party vendors for repairs.
* Investigated incoming security alerts, triaging and forwarding cases to the network/security team.
* Educated users in common troubleshooting steps and taught best security practices when it was appropriate.

Brentside High School, December 2019 — January 2020  
**Contract IT Technician**

* Monitored and addressed incoming tickets for the school’s service desk accessible to over 1500 students.
* Consolidated the number of complex tickets from over 100 to less than 20 in under a month as the sole service desk agent by analyzing and prioritizing with maximum efficiency.
* Administered the school’s Active Directory & Windows Server 2016, including resetting passwords and onboarding employees.

**Certifications**

CompTIA Security+, May 2022

SANS GIAC Foundational Cybersecurity Technologies (GFACT), August 2022

SANS training for GIAC Security Essentials (GSEC) exam, to be certified September 2022

**Projects / Training**

**PROJECTS**

* Created a home lab for learning security analysis/virtual networking. Includes seven virtual machines (Splunk, Kali, pfSense, Security Onion and more) spun up and networked within VMware Workstation. More information can be found on my blog: <https://www.bgigurtsis.com/2022/08/sechomelab.html>
* Built my blog from the ground up using static site generator Jekyll as the foundation. My codebase is on GitHub, with the site hosted and CI/CD implemented through AWS. Blog link:

<https://www.bgigurtsis.com/>

**TRAINING**

* SANS SEC275: Foundations - Computers, Technology, & Security.
* SANS SEC401: Security Essentials: Network, Endpoint, and Cloud.
* Blue Team Level 1 Security Operations labs/training inclu ding: Phishing Analysis, Threat Intelligence, Digital Forensics, SIEM usage, and Incident Response.
* Red Hat Linux Certified System Administrator (RHCSA) Complete Video Course by Sanders Van Vugt.

**Education**

[Upskill In Cyber](https://www.upskillcyber.co.uk/candidates), 2022

*SANS / HM Government*

*10-Week course to rapidly reskill individuals for roles in cyber security. Included two GIAC certifications with SANS training, developing both soft and technical skills*

**Volunteering**

CoderDojo, London, England, January 2020 — June 2021  
**MENTOR**

* Helped children to learn Scratch/Python, encouraging them to search for solutions.
* Guide and encourage children by facilitating their project work, as opposed to conventionally teaching them.
* Showcasing and celebrating their work at the end of the session.

Marie Curie Hospice UK, London, England, March 2017 — June 2020  
**HELPER/BEFRIENDER**

* Connected with and befriended individuals with terminal illnesses in their own homes.
* Assisted individuals with daily living activities such as making tea or shopping.
* Leveraged active listening skills to provide person-centered style support to service users.

**Additional Information**

**Interests:** Operational technology security (SCADA/ICS), security architecture, functional programming (Clojure), Arduino, and low-level computing/reverse engineering. Posts about these interests and others can be found [on my blog](https://www.bgigurtsis.com/blog/).