Brandon Johnson

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================================**Summary**================================

Highly-motivated, want to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

================================**Skills**================================

- Customer Service
- Communication
- Team Work
- Public Speaking

- CTF Challenges
- Linux Systems & Admin
- Bash Scripting
- Networking Fundamentals

================================**Experience**================================

HUNTSVILLE HOSPITAL

Network Support Technician LvL II   **06/2023 to CURRENT**

- Provided exceptional support to end-users, diagnosing and resolving technical issues promptly, leveraging corporate training in customer service and IT support.
- Installed and integrated various software applications, ensuring seamless functionality while adhering to industry best practices and security standards.
- Created and executed batch files to automate repetitive tasks, boosting efficiency and productivity, following corporate guidelines for process improvement.
- Implemented BitLocker encryption to protect sensitive data, prioritizing confidentiality and data integrity in line with government cybersecurity training.
- Replaced hard drives within data center cabinets, minimizing downtime and ensuring a seamless transition, using techniques learned in operational security training.
- Efficiently managed and resolved a high volume of support tickets, ensuring prompt responses and high customer satisfaction, backed by corporate training in IT service management.
- Managed and maintained over 100+ thin clients using VMware infrastructure, applying knowledge gained from government and corporate training on virtual environments.
- Ensured seamless deployment, configuration, and updates of thin clients through VMware tools, following best practices learned in corporate IT training sessions.

H2L SOLUTIONS, INC.

Junior Cyber Associate   **03/2024 to 06/2024**

- Learning Objectives:
  - Cybersecurity Maturity Model Certification (CMMC)
  - Industrial Control System and Facility Related Control System cybersecurity (ICS/FRCS)
  - Risk Management Framework – Authorization to Operate experience (RMF)

REDSTONE GOVERNMENT CONSULTING

IT Analyst   **01/2023 to 02/2023**
- Accountable for inventorying and safeguarding of company property, ensuring compliance with internal policies and regulatory requirements
- Performs computer wipes, proficient loads Windows 10, and administers MSI links for updates through Intune, to ensure optimal system performance and security, while adhering to industry standards
- Efficiently manages and resolves tasks utilizing industry-standard ticketing systems, including triaging, and accurately tagging tickets
- Collaborated seamlessly with cross-functional teams to proactively identify and address client and employee needs ensuring timely and effective fulfillment of requirements

SYSTEMS PRODUCTS AND SOLUTIONS, INC.

IT Administrator   **06/2022 to 01/2023**
- Deployed Office 365 to all machines and managed 150+ user accounts
- Implemented secure data backup solutions as part of the company's compliance strategy, informed by government cybersecurity training.
- Collaborated with military program managers from Army Futures Command and Army Materiel Command to ensure device synchronization
- Established a Property Control process to ensure proper tagging and recording of company property

HUNTSVILLE HOSPITAL

IT Telecom Technician   **01/2022 to 07/2022**
- Contributed to the organization and maintenance of the node and switch rooms involving cable management, servers, and cabinet installations.
- Installed, configured, and maintained telecom systems, in-house voice, data, and video equipment.
- Independently solved issues in the phone systems.
- Configured, diagnosed, repaired, upgraded, and optimized all telephone systems and services, voicemail and PBX communication systems, and video conferencing environments.

COSTCO WHOLESALE

Major Sales Associate   **07/2017 to 01/2022**
- Demonstrated expertise in high-end jewelry sales, including high-end watches and diamonds on the GS scale, by effectively communicating the differences in quality and price range to customers and maintained strict inventory control procedures to prevent unauthorized access to high-value items, ensuring both operational security and product integrity.
- Led efforts to unpack and display jewelry, ensuring a visually appealing presentation that accurately represented the brand and its products.
- Maintained responsibility for maintaining the presentation of the jewelry, promptly addressing any changes in price or display to maintain a consistent and professional appearance.
- Provided exceptional customer service by addressing customer inquiries and needs knowledgeably and courteously, resulting in a high level of customer satisfaction and repeat business.
- Inventory throughout warehouse, shipping, and receiving. Had an inventory system within the department to ensure that everything was kept correct in our inventory system.
- Cross-trained in shipping and receiving, applying secure practices to ensure accurate inventory management and safeguard company assets.

=========================**Education and Training**========================

Drake State Cyber Security Bootcamp
- Completed a prestigious 24-week fully-funded online bootcamp with a focus on cybersecurity.
- Participated in 4 in depth projects covering various cybersecurity domains, including network security and cloud security.

Calhoun Community College
- Completed 21 credits, pursuing a B.S. in Cybersecurity and Information Assurance.

==============================**Certifications**=============================

- STEPP Certifications
- Risk Management Framework
- Insider Threat Awareness

- DoD Controlled Unclassified Information (CUI)
- CompTIA Network+ (in-progress)
- CompTIA Security+ (in-progress)

================================**Projects**================================

Project 1: Build, Secure, and Protect a Web Application
- Description: Developed a cloud-based web application to host a personal cyber blog. Implemented robust security measures to protect the application from potential threats. Conducted thorough testing to ensure the application's resilience against various cyber attacks.
- Skills: Web development, cloud security, threat mitigation, application testing.

Project 2: Exploit Vulnerabilities in Rekall Corporation's Web Application, Linux Servers, and Windows Servers
- Description: Conducted a comprehensive penetration test on a fictional organization's web application, Linux servers, and Windows servers. Identified and exploited vulnerabilities, providing detailed reports with recommendations for remediation.
- Skills: Penetration testing, vulnerability assessment, cybersecurity analysis, report writing.

Project 3: Building a Security Monitoring Environment
- Description: Built a custom security monitoring environment using Splunk to detect and analyze security incidents. Simulated cyber attacks to test the effectiveness of the monitoring system and presented the environment to peers.
- Skills: Security monitoring, Splunk configuration, incident detection, cybersecurity presentation.

Project 4: bootCon Presentation
- Description: Prepared and presented a comprehensive project on a selected cybersecurity topic at the cyber class conference, bootCon. The presentation included technical background, research steps, a demonstration, and mitigation strategies.
- Skills: Cybersecurity research, technical presentation, demonstration, mitigation planning.

These projects demonstrate a strong proficiency in cybersecurity practices, including web application security, penetration testing, security monitoring, and technical presentations. Each project was completed with a high level of competence, reflected in consistently high grades.