



David Austin Brooks

PROFILE

For as long as I can remember I have been fascinated with technology and how it functions. I used to take apart and put together all kinds of things just to see how they worked. I love to learn new things and I am always looking for a way to expand my knowledge. Most of all, I love taking the knowledge I acquire and using that to better other people's lives as well as mine.

EXPERIENCE

SYSTEM ADMINISTRATOR B I, FIRSTENERGY; AKRON, OH

MAY 2023 – CURRENT

After graduating with my Bachelor of Science in computer science (info sec concentration), I was given the opportunity to convert my internship into a full-time position. After converting, I transitioned into the main developer (scripting and automation development) for the team. I have also transitioned into identity management side as well: implementing flow changes, updating data connectors, and leading the development of our retiree SSO system.

MAJOR DELIVERABLES/PROJECTS:

- **Okta Auth0 SSO Implementation and Configuration for Retirees**
 - o I was tasked with implementing and configuring Auth0 (identity manager) for our retirees and pension members to be able to log into our new HCM, Empower. One of things I configured was JavaScript functions for MFA/2FA and identity verification (PII validation during sign up). I also was tasked with monitoring user sign ups, testing, building help documents for HR, as well as callback and SAML URLs.
- **Microsoft Office 365 License Dashboard:**
 - o One of the statistics our department monitors is Office license procurement. In the past, anyone wanting to check the statuses would have to log into Azure and check the available units manually. Using Microsoft Graph API, Azure, PowerAutomate, and PowerApps; I was able to create a web applet to display our licensing status. The app authenticates to MS Graph using an Azure Enterprise Application and is embedded in our team's SharePoint site for easy access.
- **Pending Workers (new hire) guest account creation**
 - o With the introduction of our new HCM (Empower – Oracle based), everything HR and having to deal with personal management had to be updated. This includes the onboarding workflows for new hires. Since Empower access is controlled by an Azure Application, new hires must be members/users of the application to complete their onboarding tasks. Using PowerShell, Microsoft Graph API, and Azure; I developed a script to send Azure guest user invites to new hires and add them to our Azure tenant to authenticate to our HCM software via SSO.

IT BUSINESS ANALYST INTERN, FIRSTENERGY; AKRON, OH

MAY 2021 – MAY 2023

I would describe this opportunity of being on FirstEnergy's end user and access / identity management team as a jack of all trades for IT. I get to work with both sides of corporate IT, uptime services and security. I have been able to work with CISCO/Exchange email gateways, Azure AD, Azure Sentinel, and PowerShell automation using programming techniques I have acquired during my time in academia. I was extremely excited when I was offered the opportunity to continue this internship part time during my school semester. I have thought of this internship as the last piece of the puzzle for my learning, as I have been able to learn so much that I would not have had a chance to learn just in academia.

MAJOR DELIVERABLES/PROJECTS:

- **Cisco Email Gateway Geolocation Campaign:**
 - o Security is a major pillar at FirstEnergy, as many of our assets are classified CIP or BES by the DHS. Through Cisco ESA settings and policy rules, I implemented geo-location blocking for all incoming and outgoing SMTP requests to our on-premises and cloud-based ESA appliances. This blocked a substantial amount of spam and phishing emails for our organization.
- **Security Group Attestation Campaign:**
 - o To maintain compliance with our government, SOX, and other policies, security group access and ownership must be up to date. To help with this, we annually have an attestation campaign for security group owners to verify their status of ownership or to nominate a new one. We decided to create a new web application to ease and accelerate this process. I implemented the automation of notifications sent to new nominations and their responses through PowerApps, PowerAutomate, and SharePoint. I also debugged and updated the code base used for this application.
- **MIM (Microsoft Identity Manager) Sync Manager dashboard:**
 - o As critical infrastructure, identity management is extremely important to make sure everyone has the access permitted and needed to perform their jobs duties. We also must revoke access to assets when they are no longer needed or when the user is terminated. In the past, system administrators and central security admins would have to log into the server that MIM is hosted on to view the status of a sync between datastores. Developed using PowerAutomate, PowerApps, and PowerShell; My applet shows a dashboard status of the sync times/status. The applet was then able to be embedded on SharePoint sites, so teams no longer had to reach out to admins or log into the server to know if MIM syncs were running.
- **xMatters on-call rotation dashboard:**
 - o Using the knowledge and experience I obtained from creating the MIM Sync Dashboard, I was able to develop an on-call rotation dashboard. At FirstEnergy, we use a paging system called xMatters. We have IT and other personnel that are on-call (on a rotational basis). The web applet I developed grabs on-call information from xMatters via their REST API, obtains user information from Azure, and presents the current on-call individual and the rotation. This has been a great tool for our team, as team members no longer must ask who is on call or check xMatters to see if the rotation has changed (people have swapped duties).

ADVANCED REPAIR TECHNICIAN, GEEK SQUAD; MACEDONIA, OH

2019 – 2021

This job is more than just a job, I love the fact that I can fix people's electronics while teaching them something new! That face clients make when you make their day is priceless in every sense. As a repair technician I am tasked with fulfilling the day-to-day tasks of my precinct and making sure client units are shipped on time as well as setting up new client units. I am the go-to person for training and SOP protocols as well as working in the back of precinct with hands on repairs that include everything from software fixes to hardware replacement.

COUNTER AGENT, GEEK SQUAD; MACEDONIA, OH

2019 – 2019

This was my first position where I was truly able to express my desire to fix and troubleshoot complex client-end issues with technology. The best part of this job was being able to give a client's computer or device back fixed and seeing how happy they were.

HOME THEATER EXPERIENCE EXPERT, BEST BUY; CUYAHOGA FALLS, OH

2017 – 2019

As a Home theater sales representative, I do just that, represent. I represent not only the technology that we carry as a store but the company as well, giving a world-class experience to every client no matter what they come in for. With Best Buy being a for-profit company, my job is to also reach revenue targets, which I do without a problem and ranked a "Solid Performer" each yearly review I have had.

COMPUTER SALES CONSULTANT, BEST BUY; CUYAHOGA FALLS, OH

2016 – 2017

Being a computer salesman, you have two main jobs: Reach revenue targets and goals generated by corporate and to give every customer a wonderful world class experience.

CREW, CHIPOTLE BAR & GRILL; STOW, OH

2016 – 2016

As a crew member I was able to connect with 100's of people every day. Working as a crew member you not only have to give great experience, but you also must have extremely fast throughput on orders.

EDUCATION

KENT STATE UNIVERSITY; KENT, OH — B.S. COMPUTER SCIENCE WITH INFORMATION SECURITY CONCENTRATION. GRADUATED IN MAY 2023

□ **OVERALL GPA: 3.75 | MAGNA CUM LAUDE HONORS**

STOW-MUNROE FALLS HIGH SCHOOL

GRADUATED IN 2018

RELEVANT UNIVERSITY COURSEWORK**PROGRAMMING:**

- Procedural Programming
- Object Oriented Programming
- Programming Data Structures
- Programming Design Patterns
- Computer Architecture (MIPS programming)
- Operating Systems
- Structure of Programming Languages
- Intro To Database Design
- Systems Programming
- Software Engineering
- Capstone (end of degree software application development)

DATABASE:

- Database Design
- Discrete Structures for Computer Science

SECURITY AND NETWORKING:

- Intro to Cryptography
- Computer Network Security
- Computer Communication Networks
- Digital Forensics

MATHEMATICS:

- Calculus with Precalculus 1 & Brief Calculus 2
- Discrete Structures for Computer Science
- Intermediate Logic
- Applied Linear Algebra
- Design and Analysis of Algorithms

SKILLS

I love everything about technology, I am great with my hands, collaborate great with teams, and most importantly I LOVE working with and meeting new people!

Adobe CC Suite | Apple Certified Technician | Computer Hardware | CIP | C++ | MySQL | HTML | PowerShell

Unix Command Line | Power BI | Power Automate | Microsoft Identity Manager | Azure | CISCO ESA

HOBBIES AND INTERESTS

Some of my hobbies include photography, cars (I love my Challenger), camping, and learning about anything that has to do with technology.

REFERENCES

- Amanda Birker, Manager TSOC Technologies, FirstEnergy Corp, (330) 436-2254, abirker@firstenergycorp.com
- Shane Francis, Systems Administrator B III, FirstEnergy Corp, (330) 436-2601, sfrancis@firstenergycorp.com
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