

# Eldridge Alexander

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## EXPERIENCE

### Duo Security (a Cisco Company), Ann Arbor, MI

*Manager of Duo Labs* 2018 - PRESENT

Responsible for defining and implementing processes for security research. Lead architecting of next generation security systems, authentication, and authorization technologies.

- Guided team in taking broad research findings and making specific contributions to company strategies
- Completed taking team from being “extra engineering cycles” to a true research and architecture team
- Guided team through Cisco’s acquisition of Duo, created partnerships with comparable teams inside Cisco
- Wrote and delivered talks and papers both internally, and publicly at industry conferences and on the Duo blog
- Initiated relationships with stakeholders throughout Duo and Cisco to socialize out our findings and prototypes that would be useful to company strategy
- Led initiatives to build passwordless/WebAuthn tools and communicate them to the company
- Facilitated building of example architecture to demonstrate effective Zero Trust security.

### Cloudflare, San Francisco, CA—Head of IT Infrastructure

2016 - 2018

Responsible for IT infrastructure, accounts, automation, and audio visual technologies used by employees as well as in person and remote support.

- Hired and managed infrastructure team of 7 to provide support and services to 600+ employees in 6+ office in 3 countries
- Led team in a variety of IPO-readiness tasks
  - Policy writing and improvement
  - Absorbing various systems into IT, reducing shadow IT
  - Improving auditing, reporting, and metrics
  - Creation of ticket “taxonomies” for determining resource allocation
  - Sanitization of asset and user records
  - Worked cross-functionally to architect scalable directory services, as well as asset and user tracking to satisfy technical and auditing requirements
  - Procure and deploy endpoint management systems
- Led subject matter experts to improve processes and documentation in their domains

## Education

B.S., Electronic Media  
Production  
*Buchanan Fellow*  
*Honors Graduate*  
Middle Tennessee State  
University

## SKILLS

BeyondCorp, Zero Trust, all modern OSes. Docker, Swarm, Python, Flask, Django, Bash, iPX, git, nginx, kvm, libvirt, ZFS.

## Publications & Presentations

[Needing the DoH](#)  
Blackhat USA 2020

[Malicious Devices on Hostile Networks at Home](#)  
THOTCON

[Remote Teams in Transition](#)  
Duo Blog

[How Technology is Changing Learning](#)  
TEDx Oakland

[Local Content Caching](#)  
Technical Disclosure Commons

[Credential Sharing](#)  
US Patent Office

[Operating System Interface for Credential Management](#)  
US Patent Office

[Google Docs in the Classroom](#)  
Journal for Computing Teachers

[Which Web Tool to Select](#)  
SITE Conference, 2012

- Oversaw new office building deployments in multiple cities
- Worked with contract team to make auditorium AV self-service
- Automated regular tasks using Python and Bash
  - Automated cloud account creation, reducing onboarding time by 75% using Python (Flask) and Bash
  - Automated VPN account creation in Bash
- Created internal short link system on Google Cloud using Python (Django) & ensured secured access
- Consulted with PM of Cloudflare's IT-focused products (e.g. [Access](#), [Stream](#), and [Spectrum](#)) to make recommendations about product development to serve enterprise IT teams.

## **Google, Bay Area, CA**

### ***Operations Engineer Level 3 (Site Lead, Trainer) 2016***

### ***Operations Engineer Level 2 (Site Lead, Trainer) 2014 - 2016***

Responsible for a "Techstop" providing IT services to my region. Improve and automate away common needs. Create and lead trainings for other engineers on various technologies.

- Led my Techstop team of 7 in supporting 7,000+ users
- Developed processes and signage to encourage and ease self service for device return, accessory requests, and 2fa enrollment.
- Directed projects to improve user experiences
- Created App Engine app to remotely reimage Linux workstations outside the corporate network using Python, iPXE, and Bash.
- Sat on COE Training Planning Committee
- Participated in long term strategic planning for ITRP Learning and Development
- Created or contributed to "FTLP" learning and development courses including Security, Linux, Android, and ChromeOS.
- Delivered training sessions including Networking and Advanced Security
- Regularly interviewed team candidates

### **Google, Ann Arbor, MI, *Fieldtech (Techstop Connect) 2012-2014***

Responsible for providing IT services to Google's global employees, and training more junior employees.

- Worked on global team to remotely support all 100,000+ employees
- Trained new employees on internal tools
- Assisted in creation of automated ticket routing rules
- Added custom "short links" to internal support tool to ease support interactions
- Created and presented TEDx talk on FOSS in education

## **EZap Technology, Murfreesboro, TN—Owner, Engineer**

2006 - 2012

Business owner providing IT and AV consultant services to SMB companies.

- Business IT support (e.g. email, networking, file servers)

- Supported multiple local businesses on Macs and Windows
- Designed, deployed, and maintained several websites for clients
- Deployed ecommerce presence for clients using Wordpress
- Performed video editing and production for clients
- Published writings in peer reviewed education journals
- Worked with contractor to create a web app for mass texting on App Engine

### **North Boulevard, Murfreesboro, TN—*Media Specialist***

2004 - 2012

Responsible for providing IT and AV services to employees.

- Directed, filmed, and edited short films and promotional material
- Created custom web design template, deployed and maintained site
- Created custom graphics and designs for clothes, print, and other promo material
- Provided IT support to employees

### **Middle TN State University, Murfreesboro, TN—*Director***

2010 - 2012

Responsible for directing live TV events that were broadcast on CSS or ESPN3.

- Live TV Director - 2011 Football & 2012 Basketball seasons
- TV Graphics Operator - 2011 Basketball & Football seasons

### **Cedar Hall School, Christiana, TN—*Teacher***

2008 - 2009

Responsible for creating and delivering classes on basic technology concepts to middle and high schoolers.

- Taught basic technology topics - high school, middle school
  - Basic Windows and Mac functions
  - OpenOffice.org
  - Google Apps
  - Basic OSI model
  - Basic networking concepts
- Produced and edited video
- Designed, deployed, and maintained the school website