

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 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 WebAuthn tools and communicate them out to the company
- Facilitated building of example architecture to demonstrate effective Zero Trust security.

Cloudflare, San Francisco, CA—IT Infrastructure Manager

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
 - 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
- Oversaw new office building deployments in multiple cities
- Led subject matter experts to improve processes and

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, iPXE, git, nginx, kvm, libvirt, ZFS.

Publications & Presentations

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

THOTCON

[Usability is Security: Part 2](#) Duo Blog

[Usability is Security: Part 1](#) 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

- documentation in their domains
- 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