

Garrett Morgan

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WORK EXPERIENCE

AARC-360

Atlanta, GA (Virtually located in McKinney, TX)

Staff Audit Consultant

Jul 2023 - Present

- Conducted over 15 comprehensive audits, specializing in IT Security Audits and Assessments including SSAE 21 (SOC 1 and SOC 2), PCI DSS Assessments, and HITRUST certifications.
- Collaborated with clients to identify and implement improvements in each audit, resulting in a 20% increase in their overall security posture.
- Delivered comprehensive reports to client leadership, outlining findings, risks, and strategic recommendations, resulting in a 15% increase in informed decision-making efficiency.

Arctic Wolf

Pleasant Grove, UT

Triage Security Analyst Intern

Jan 2023 - Jul 2023

- Triage 500+ customer requests daily, applied playbook driven solutions, and initiated incident investigations.
- Developed new run books resulting in a 20% increase in team efficiency through streamlined processes and enhanced knowledge management.
- Troubleshoot and resolved over 100 issues with sensors and scanners, achieving a 97% success rate in maintaining operational health and minimizing downtime.

Brigham Young University Office of Information Technology

Provo, UT

Student Systems Engineer

Feb 2022 - Jan 2023

- Managed and optimized over 10 ESXi hypervisors, utilizing vCenter technology to oversee and enhance the performance of 200+ virtual machines (VMs), resulting in a 20% reduction in downtime and a 15% improvement in overall system efficiency.
- Diagnosed and resolved technical challenges pertaining to Dell MX chassis, blades, and network switches.
- Documented 15+ processes and procedures for future reference, enhancing team efficiency by 10% and facilitating knowledge sharing across departments.

Brigham Young University Marriott School of Business

Provo, UT

Customer Support Representative

Aug 2021 - Feb 2022

- Managed and resolved an average of 20 support tickets per day by urgency level, ensuring timely resolution and minimizing downtime for end-users, representing a 99% resolution rate.
- Managed records of software and hardware updates for over 500 devices, ensuring accuracy and facilitating efficient troubleshooting, resulting in a compliance improvement of 92%.
- Engaged in effective communication with 216 faculty members to understand and address their technical needs, resulting in a 98% satisfaction rate and improved productivity.

EDUCATION

Brigham Young University – Ira A. Fulton College of Engineering

Provo, UT

Bachelor of Science in Cybersecurity

April 2023

- Relevant Coursework: Info Assurance & Security, Database Principles & Application, Computer Networks, Operating Systems, Fundamentals of Web-Based Information Technology, Pentesting, Digital Forensics, Cloud Architecture

ADDITIONAL SKILLS & INTERESTS

- Coding Languages: Proficient in HTML, CSS, Python, JavaScript, Linux, SQL, PHP, novice in C, C++, C#
- Familiar with Burpsuite, Qualys, Cloudflare, Wazuh, ELK Stack, OSquery, and MS Office