

Hayden Cardwell

Cyber Security Engineer

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Experience

Jan 2019 - present	Sr. Hybrid Cloud Customer Service Engineer/Threat Specialist <i>Trend Micro</i> Threat CSE <ul style="list-style-type: none">Assisting customers rapidly but thoroughly eradicate cyber-threats and attacks in their environmentHunting threats using industry standard tools such as ProcMon, ProcExplorer, TCPView, WMI Explorer, and WiresharkAnalyzing the scope of threats within the customer's environment to easily communicate with business leadersCoordinating the remediation strategy to strike the balance between security and business continuityDelegating and Leading relevant teams to ensure efficiency in the above mentioned remediation planOrchestrated necessary changes to security configurations to ensure that the incident does not reoccur CSE <ul style="list-style-type: none">Quickly moving to become a Sr. Engineer after just over 6 months of working within the teamLeveraging a combination of internal and external documentation to find answers to in depth inquiriesProviding white glove support that has shown to produce customer satisfaction, and lead to further sales.Consistently a top performer, showing the ability to quickly learn the product to lead to quicker problem resolution.Leading the team in efficiency and rapid case resolution, becoming the top case closer of the 2020 fiscal yearAchieved recognition for being in the top 3 most satisfied customer survey responses out of the team on multiple occasionsImplementing knowledge of AWS to assist teaching customers about our solutions and how they fit into their environment
Jan 2018 - Jan 2019	Sales and Marketing Specialist <i>Butch's Guns Texas</i> <ul style="list-style-type: none">Trusted to work with customers daily to facilitate sales of firearms, accessories, and services Butch's provides.Sold over \$63,000 worth of firearms on e-commerce website GunBroker.com.Organized social media accounts, tv, and physical advertising to increase customer engagement.

Projects

- Fiver AWS Tutoring** - A link to my Fiverr profile, where I tutor people from around the world on AWS
- haydencardwell.com** - A personal website hosted with AWS to integrate and link other projects
- Github** - My personal Github where I develop projects to test and confirm my learning

Certifications and Skills

Amazon Web Services - Certified Solutions Architect - Professional

- Designing and deploying dynamically scalable, highly available, fault-tolerant, and reliable applications on AWS
- Selecting appropriate AWS services to design and deploy an application based on given requirements
- Identifying appropriate use of AWS architectural best practices based on current documentation
- Migrating complex, multi-tier applications on to AWS with business goals in mind
- Implementing effective and reasonable cost-control strategies for optimum return on investment
- Succeeding my Certified Solutions Architect Associate certification, which is still valid
- Professional License X7TT4MBCMFQE3K0, Associate License 988SVFN12M1Q14G8

Amazon Web Services - Certified DevOps Engineer- Professional

- Implementing and managing continuous delivery systems and methodologies on AWS
- Defining and deploying reliable monitoring, metrics, and logging systems on AWS
- Implementing systems in a way that they are highly available, scalable, and self-healing on the AWS platform
- Designing, managing, and maintaining tools to automate operational processes for business acceleration
- Implementing and automating security controls, governance processes, and compliance validation
- Succeeding both my Certified Developer and SysOps Administrator Associate certifications, which are still valid
- Professional License ZT8W2RWK3MB41ZGJ, Associate Licenses 2V1RSYJK21E1QYSD & TFT17G212E4110W7

Additional Skills

Cyber Security - Technical - Pre-Incident(Firewalls, IPS/IDS, Endpoint Security, File Integrity Monitoring, SIEM's)
Cyber Security - Technical - Post-Incident(Threat Handling, Outbreak Remediation, Forensics, Malware Analysis, EDR)
Cyber Security - Processes(Authentication, Change Management, Risk Assessments, Compliance, Audits, PII)
Networking(Routing, VPN's, SDN, Load Balancing, SSL/TLS Inspection, VPC's, Proxies, Tcp/Udp)
Linux & Windows Administration(CentOS/RHEL/Oracle/Amazon, Ubuntu, Debian, Bash, Active Directory, PowerShell)
Containers & On-Prem Virtualization(Docker, Kubernetes, VMware, Proxmox, VDI)
DevOps Tooling(Jenkins, Puppet, Chef)
Database and Unix Administration(MsSQL, PostgreSQL, Oracle, Solaris, AIX)