

# Hayden Cardwell

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## WORK EXPERIENCE

### OPTIV | SR. SECURITY ENGINEER

August 2021 – Present

- Orchestrating the management of EDR/XDR security tools, overseeing Trend Micro Deep Security, Cloud One Workload Security, CrowdStrike Falcon, and McAfee Anti-Virus for over 100,000+ endpoints.
- Developing Python and Javascript/Typescript tools, automating tasks for increased efficiency within the platform engineering team.
- Administering AWS infrastructure, achieving an 87% cost reduction for the Deep Security environment specifically.
- Communicating technical solutions, guiding my client on initiatives, and ensuring we understand and mitigate possible consequences.
- Leading large-scale migrations between security products, optimizing for specific use-cases and ensuring a smooth transition.
- Spear-heading additional efforts to continuously improve security software within change-resistant fortune 50 environment.

### TREND MICRO | SR. CUSTOMER SERVICE ENGINEER/THREAT SPECIALIST

January 2019 – August 2021

- Implemented and supported Trend Micro Deep Security and Cloud One to protect customer environments.
- Led the team in efficiency, achieving recognition as the top support ticket closer in the 2020 fiscal year.
- Received recognition for ranking in the top 3 most satisfied customer survey responses multiple times within the team.
- Integrated and resolved issues specific to AWS, Google Cloud, and Azure Infrastructure.
- Addressed challenges in diverse industries (Manufacturing, Healthcare, Banking) and ensured compliance with regulations (PCI, HIPAA, FedRAMP).
- Configured reporting and alerting with SIEMs like Splunk, LogRhythm, and QRadar.
- Implemented Security best practices for Firewalls, Intrusion Prevention and Detection (IPS/IDS) Engines, and Anti-malware/Anti-Virus solutions.

## CERTIFICATIONS & LINKS

### CERTS

Amazon Web Services - Certified Solutions Architect - Professional  
Amazon Web Services - Certified DevOps Engineer - Professional  
Amazon Web Services - Certified Security - Specialty  
Amazon Web Services - Certified Solutions Architect - Associate  
Amazon Web Services - Certified Developer - Associate  
Amazon Web Services - Certified SysOps Administrator - Associate  
CrowdStrike - Certified Falcon Administrator

### LINKS

Fiverr Reviews - <https://www.fiverr.com/haydencardwell/>  
Credly - <https://credly.com/users/hayden-cardwell/badges/>  
Github - <https://github.com/hayden-cardwell/>  
LinkedIn - <https://www.linkedin.com/in/hayden-cardwell/>