

JUSTIN T. KNOX, B.Sc., C.C.

+1 (843) 534-6040 | justin.knox@posteo.de | Ann Arbor, MI

<https://linkedin.com/in/justintknox> | <https://github.com/jknoxdev>

SUMMARY:

- L3 Networking & Systems Engineer with 20 years of experience in the tech industry.
- 10+ years of professional experience in automation, support and development.
- Demonstrated leadership, problem-solving and adaptability with expertise in mentoring, training and project delivery.

EXPERIENCE:

Systems Engineer

June 2023 – Present

Corewell Health, Critical Environment Engineering (CEE) | Contract, MaTech Resources | Onsite to eventual 20% Remote | Grand Rapids, MI

Collaborated with the cross-functional agile train to deploy, provision, and maintain the companies existing and future infrastructure across OSI L1-4.

- Doubled the production compute infrastructure within a 40% faster than estimated delivery time through providing experienced deployment methods using industry best practices.
- Decreased CEE related incidents by 4% through complete audit and documentation overhaul for the East MI region (in progress).
- Saved the company an estimated 8-10 hours / week / person in labor through developing and deploying the "Generate Decom" feature for the internal DC inventory system. (in progress)

Skills: SQL · JavaScript · GitHub · Python · PowerShell · Bash · Splunk · SCADA

Network Engineer II

March 2023 – June 2023

jPeg Design | Research & Development, Deployment, Support & Maintenance | Direct-Hire | 100% Onsite | Dundee, MI

Worked in a 3-person team to design, deploy and maintain small to medium business infrastructure.

- Developed the company's first inventory, customer, client and installation databases, effectively eliminating 15 hours / week / user for prior data entry.
- Developed in-house automation software, including password management and deployment monitoring software.

Skills: PostgreSQL · Python · GitHub · Azure PostgreSQL · AWS · GCVE · PowerShell · Bash · MoIP · Cisco CLI

Freelance Technical Consultant, CTO

December 2021 – March 2023

Alchemy Computing, Dumptd | Research & Development, Systems Architecture | Direct-Hire | 100% Remote | Washington DC

Developed and implemented features, coordinating with engineering teams for the prototyping of front end and back-end systems in the creation and deployment of company infrastructure. Primary clients were in the startup space.

Skills: Laravel · Ruby · Ruby-on-Rails · PHP · TomTom API · Google Maps API · Ansible · Docker · Python · GitHub · RedHat KVM · Docker · GCVE · Active Directory · Windows Server 2016 · MoIP · VoIP · Cisco CLI · Juniper · pfSense · PlatformIO · JSON · HTML · MySQL · PostgreSQL · OpenBSD · Iptables · Palo Alto Firewalls · RFID · QR-Code Programming

Infrastructure Operations Engineer II, GCVE Tech Lead

December 2018 – December 2021

Google | Engineering Field Services, Server, Network & Hardware Operations Teams | Direct-Hire, Tech-level 3 | Reston, VA

Worked in the L4-5 global EFS team covering all architectures for the entirety of the Google production fleet. Collaborated with a 12-member team to lead projects and teams to deploy, maintain and configure the production infrastructure from Layers 1 – 4 of the OSI model.

- Provided zero loss to five-9 SLO and SLA during the 400% increase to production load of the Covid-19 outbreak with an 80% reduction in staff.
- Saved the company an estimated \$450k in lost compute time to isolate an issue occurring on the power line which took 8 months to gather the data for conclusive enough evidence to change the design.
- Led the project team which deployed 1/3 of the GCVE infrastructure in which we were able to complete the project 75% ahead of schedule. All contractors on the team were converted to full time.
- Built and deployed globally distributable internal systems monitoring, configuring and reporting software to effectively eliminate 80% of my original job functions.
- Hosted and developed internal "lunch & learns" covering Emacs, Linux and systems internals w/ 12-20 people in recurrent attendance.
- Received 19 Peer Bonuses and 2 Challenge Awards for Hurricane and Pandemic Support

Skills: SQL · GSQL · Kubernetes · CI/CD · HTML · JavaScript · CSS · Bash · C++

Network Operations Technician

July 2017 – December 2018

Switch LTD | Network Operations | Contract to Hire | 100% On-site | Las Vegas, NV

Coordinated with engineering teams to provide infrastructure support.

- Implemented custom programmed outlook filters combined with email lexical analysis to autogenerate tickets based on customer emails saving approximately 65% of time spent answering emails.

Skills: AutoHotkey · BGP · PowerShell · Splunk

Systems Administrator IV

October 2016 – June 2017

Pinnacle Community Services | Information Technology | Direct-Hire | 100% On-site | Las Vegas, NV

Worked in a marketing automation platform organization, assisting businesses of various sizes. Collaborated with a 1,200-person team to improve security and comply with SOC 2 and PCI-DSS. Led projects to strengthen security processes and promote best practices.

- Developed internal file-share-system and converted over to bring organization into HIPAA compliance.
- Created Porteus system images to access in-house customer care system from Windows XP machines for approximately 30 remote sites.
- Secured the companies trunks using IPsec over GRE on Cisco and Avaya infrastructure.
- Saved the company approximately \$80k from unneeded legal hours through conducting an in-house investigation using the Sleuth digital forensics toolkit to procure documents required for discovery.

Skills: Cisco · Avaya · Windows Server 2012 · Active Directory · Samba · Kerberos · Porteus Linux · Java · PowerShell · BSD

Technical Specialist II

November 2013 – April 2015

Scientific Games | Technical Documentation and Training | Direct-Hire | 100% On-site | Las Vegas, NV practices.

- Brought travel expenditures down by 95% through creating a digital library of in-house training videos through the Casino Laboratory that our team also created.
- Saved approx. 650 hours / week in labor through consolidating the Geographic Dependent Jurisdiction codes technicians were sourcing in to a single database.

Skills: Microsoft SharePoint · Arch Linux · PHPFM · Memcached · NGINX · Apache · WordPress · Jekyll · Markdown · Yammer

Freelance Technical Consultant

September 2009 – November 2013

Alchemy Computing | Information Technology | Las Vegas, NV practices.

- Focused specialties included in-home PC Repair, small website development, electronics prototyping.

Skills: C++ · OpenCV · Java · Processing · NodeJS · Bluetooth Protocol · RTSP · MIDI · ClamAV · Malware Removal · Digital Forensics · Data Recovery

Network Event Management Technician III

May 2008 – September 2009

British Telecom | Converged Services Management Center | Contract-to-Hire | 100% On-site | El Segundo CA

Assisted with the internal acquisition of Infonet's global NOC to the UK's infrastructure.

- Kept the UK's network functional through the 2008 Olympic games through acquiring total coverage over the management platform for OSI L1-3 over a Cisco, Juniper, Alcatel-Lucent, Ciena mixed platform.

Skills: MPLS, EIGRP, IGRP, SDH, PDH, ATM Frame-Relay, TCP/IP V4/V6, SIP, ARP, CDP, CARP, EIGRP, OSPF, BGP, VTP, EtherChannel, 802.1Q trunking, QoS, Multicast, 802.11a/b/g/n/ac, IPsec, LDAP, RADIUS/TACACS+, SNMP, NTP, VRF and HTTP/HTTPS

Junior Electronics Engineer

June 2006 – November 2007

Synetcom Digital | Research and Development | Direct-Hire | 100% On-site | El Segundo, CA

Worked in the engineering team developing industrial SCADA radios for monitoring digital IO, 4-20ma sensor loops, PWM, and industrial video applications.

- Provided increased customer acquisition through developing the GUI for the PLC system's first user control panel.

- Prevented external theft of IP through securing the internal LAN communications prior to one particular vendor visit.

Skills: digital IO · Industrial Automation · 4-20ma sensor loops · PWM · Allen Bradley · PLCs · PIC Programming · BASIC Stamp Development · Propeller Chip · FHSS · Antenna Design and Implementation · EagleCAD · EWB · National Instruments · Oscilloscope · Function Generator · Traffic Generators · Standard Laboratory Equipment · Spectrum Analyzer · Embedded Linux · Windows CE · C++ · Ladder Logic

Tutor and Laboratory Technician

March 2004 - June 2006

DeVry University | Network Laboratory | Direct-Hire | 100% On-site | Long Beach, CA

Tutored students in the network security and advanced micro peripheral courses. Focused specialties included:

- Network Design, Engineering & Architecture
- Cisco CLI commands, interfacing and scripting.
- Implementing network configurations with Java
- Network Packet analysis

Skills: C++ · Java · Wireshark · Cisco · Novell · Windows 2000 Networking · RedHat Linux · Gentoo · TCP/IP Packet Optimization

EDUCATION:

University of Tennessee, Knoxville

Knoxville, TN

M.S.C.S. Data Science and Intelligent Systems

PROJECTED December 2024

Thesis: (to be determined)

DeVry University, Long Beach

Long Beach, CA

B.S. Full-Time Program, Honors Graduate, GPA: 3.6

March 2008

- Successfully completed thesis project "Fingertip Effects". A machine vision project which tracked LEDs worn on a users hands (in a glove) to generate effects and change the output of music. The Project used a serial link processed by the Motorola HCS12 and a custom protocol I developed to interface with the Analog Device Blackfin DSP which then processed the effects on the music. We were awarded Best Senior Project for the year.

- Associated Student Body President, Spring 2005 – Fall 2005, Spring 2006-Fall 2007

CERTIFICATIONS/PUBLICATIONS/PROFESSIONAL ASSOCIATIONS:

- (ISC)² Certified in Cybersecurity / CC
International Information System Security Certification Consortium (ISC)²
Active as of: September 2022

SKILLS:

- Languages: C, C++, Java, SQL, BASH, LaTeX, YACC, YAML, XML, HTML, CSS, JavaScript, Ruby, Python, Assembly
- Cloud / Server / HyperVisor Operating Systems: Windows 10, Windows 2016, RHEL 7, Linux (VMWare), ESXi, OpenBSD, FreeBSD, NetBSD, Docker, XCP-NG, EVE-NG, VirtualBox
- Windows: Sysinternals, PowerShell, Windows Subsystem for Linux, WMIC, Firewall, and Registry
- Virtualization: ESXi, VMware, VirtualBox, Docker, AWS EC2

PROJECTS:

"Homelab" - FOSS Home Computing

<https://sites.google.com/view/justinsdevlab/home>

Description:

Fully self-hosted search, DNS, firewall, remote access, file storage, cryptocurrency mining and blockchain hosting.

Technologies used:

SearxNG, dnsmasq, Cisco 1841, Palo-Alto PA-500, OpenVPN, IPSEC, GRE, BGP (dn42), FreeNAS, NFS, Monero, Dash, Litecoin, Ethereum, Bitcoin (miners and full-nodes)

"Cyboard" - Longboard Security System and Datalogger

Description:

Raspberry Pi based "Smart skateboard", with on-device weather detection, key fob to "lock" the board, motion and location detection for "ride-data".

Technologies used:

Python, SQLite, GPS PA1616S, Raspbian, NeoPixel LED, Remote Control Encoder PT2262, SHT30 Sensor, ADXL343 - Triple-Axis Accelerometer

"Video LAN Checker" - VOIP Security Camera Management

<https://github.com/jknoxdev/video-lan-checker>

Description:

Scripts to aid the security camera installer, currently scans the network to detect any cameras, shows encrypted traffic status. Draws diagram of connections to router.

Technologies used: LLaMA 7B, ChatGPT, Python, PostgreSQL, SQLite, Azure, GCP, AWS, ARP, DNS, DHCP, RTSP, RTP

VOLUNTEER/LANGUAGES/AWARDS:

- Awards: Best Senior Project 2008.
- Social Languages: (Almost) Conversational in Spanish, Studied Portuguese in Brazil, Serbian in Serbia