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| OBJECTIVE: | Service Engineer 2 – Requisition #131975 |
| SUMMARY: | • Results-driven Service Engineer with expertise in Python, Ruby, C++, and Assembly programming.  • Proficient in configuring and leveraging NVIDIA GPUs for AI and Machine Learning projects, both in “x / black-ops” development, integration to production.  • Passionate about delivering excellence in Incident Management and Site Reliability through delivering outstanding results through consistent innovation. |
| EXPERIENCE: | University of Tennessee, Knoxville | Graduate Student  in Computer Science | Online  Dec 2022 - Present  • Specialization is in Data Science & Intelligent Systems; Dual-Major in Software Engineering. |
| jPegDesign | Technical Specialist II  IT & Network Systems Design, Deployment & Support | Ann Arbor, MI | March 2023 – July 2023  • Implement multiple company-wide installations, support and configurations including access control systems, video monitoring and network infrastructure.  • Technologies included MSP, VOIP, Biometric & RFID Access Control Systems  Layer 1-7 networking, IP Cameras, NVR and AI video systems. |
| Alchemy Computing | Freelance Technical Consultant  Fullstack Development, Systems Architecture & Design | Ann Arbor, MI | Dec 2021 – Present  • Services include, small business infrastructure design, development & deployment, full-stack development, wireless network design and server disaster recovery. |
| Google | Operations Engineer II, DT3 | Global Datacenter, Engineering Field Services, Server Operations | Reston, Virginia | Dec 2018 – Dec 2021  • Deployed, maintained and configured the Cisco ISRs and Juniper L3&L2 switches on the production network to the Google Cloud GCVE east coast deployment. The project was completed 60% faster than was scheduled.  • Developed internal BASH, KSH, ZSH Shell scripting automation, dashboards and tools to administer and apply technical solutions to deployment, maintenance and production systems. Languages included Python, Ruby, JavaScript / ECMAScript, SQL, HTML, and CSS on the internal CI/CD “Git like” CVS.  • Provisioned, maintained and managed biometric, RFID, and physical building access systems and user credentials to gain access.  • Worked closely with Security Operations and Network Deployment teams to provide physical penetration testing on production infrastructure protection devices and ensure integrity of the units.  • Ensured and maintained the (server internal) proprietary cryptographic electronic protection devices and provided root cause analysis for faults in the production servers.  • Provided engineering field services of deployment, configuration and troubleshooting of Google servers, network and infrastructure devices.  • Deployed, maintained and configured the internal rack security units as well as external physical perimeter protection devices. |
| SWITCH  Switch | Datacenter Technician | NETOPS | Network Operations  Las Vegas, Nevada | July 2017 - Dec 2018  • Deployed customer network configurations from schematic to configuration, utilizing a wide variety of industry vendors including Cisco, Juniper, Cienna, Palo-Alto, Dell, HP, Checkmate, Alcatel-Lucent as well as other proprietary equipment.  • Provided network incident detection in the internal Network Operations Center and issue escalation, for outages on customer nodes as well as production upstream links.  • Coordinated with Engineering teams from over 2,300 customer deployments to provide regional technical support issues on customer provided infrastructure ranging on deployments that ranged from 1RU, to multi-campus / LAN and multi-sector-wide / WAN deployments.  • Ensured perimeter security and conducted routine production infrastructure security audits in compliance with customer provided ISO specifications. |
| PCSPinnacle Community Services | IT Support Technician IV | ITD Information Technology Department | Las Vegas, Nevada Oct 2016 - June 2017  • Designed and implemented the internal communications network for the regional office back to the headquarters using IPSEC over GRE on Cisco 2800 series ISRs, and 3600 series layer 2 switches.  • Implemented, secured and converted the VOIP infrastructure to its own internal VLAN.  • Provided systems administration, network design, deployment and support for the Nevada region covering 30 remote locations and three office campuses; in a mixed Windows Server 2016, RedHat, OpenSuse, FreeBSD and Ubuntu environment.  • Designed, built and migrated the company back-end infrastructure over to HIPAA compliant, open source and license free solutions.  • Implemented strategy to acquire ISO 27001 compliance for the internal datacenter.  • Conducted forensic investigations to procure data for human resource and legal departments utilizing Autopsy, the Sleuth toolkit, PhotoRec and self-developed Log analysis software.  • Modified and secured the Active Directory Group Policy Objects of the production network to properly reflect and align with organizational restructuring.  • Converted the existing field deployments, developed the internal Linux images and deployed over 30 locations across the Nevada region.  • Hardened the file server and converted the internal deployment to comply with TLS 1.3  • Created and migrated the data storage servers to fully encrypted internal storage at rest and in transit.  • Created the secondary backup file servers and using best practices; security hardened the BSD platform. |
| SGScientific Games | Technical Specialist II| | | TTD | Technical Training & Documentation | Las Vegas, Nevada | Nov 2013 - April 2015    • Designed and built the mem-cached Arch Linux prototype server infrastructure to distribute the in-house training videos out via the company WAN.  • Using security best practices, securely hardened the production instances of the Arch Linux kernels; and implemented the IP tables firewalls for each of the units.  • Interfaced with Hardware & Software Engineering teams to develop internal training to distribute to ~680 technicians globally on a monthly release cycle.  • Designed, developed and deployed the companies first Casino training laboratory. This mirrored the in-field deployment for the entire product line of gaming machines and networks.  • Wrote, filmed, edited and distributed training content using video production methodology to integrate into videos for distribution using Adobe Premiere, After Effects in the five phase production lifecycle.  • Created training scenarios to match and emulate the field failure conditions to assist in the training of new technicians. Conditions matched that of all possible conditions seen in the field.  • Managed and created the company’s internal training database utilizing SQL on a MySQL deployment; and implemented it into its eventual migration to the production SharePoint servers. |
| BT  British Telecom | Network Event Management Technician III GNOC T3, CSMC | Global Operations Tier 3 Converged Services Management Center | El Segundo, California May 2008 - Sept 2009  • Provided Tier 3 support, including the provisioning, maintenance and performance monitoring of BT-Infonet’s internet backbone; in a cross-platform; mixed vendor environment; platforms included Cisco, Alcatel Lucent, Juniper & Cienna based equipment. Protocols included: MPLS, EIGRP, IGRP, Frame-Relay, TCP/IP V4/V6, SIP, ARP, CDP, 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.  • Designed, developed and implemented a computer vision application utilizing the OpenCV API to notify technicians of network alarm status.  • Advised and implemented security best practices when creating the workstation access system images to match the required software to manage the Converged Services Management Center at the Global Network Operations Center.  • Gathered and analyzed network traffic telemetry data and prepare documentation for engineering team analysis.  • Gathered and developed the internal documentation website for incident management reporting. |
| SDSynetcom Digital | Junior Electronics Engineer | Torrance, California | June 2006 - Nov 2007  • Designed and converted existing customer networks to support fail over resistant mesh network topology utilizing FHSS (frequency hopping spread spectrum) radios.  • Conducted Wireshark traffic and packet analysis to help secure and harden SCADA radio networks in point-to-point, star, bus and wireless mesh topologies.  • Developed and implemented software utilizing the embedded System on Chip encryption modules with AES256 to secure video over radio communications.  • Conducted Kismet, Spectrum analyzers and custom built software to conduct wireless penetration testing to ensure communication security.  • Developed and implemented IPSec on the Active Directory LAN intranet and secured it in a mixed windows Linux development environment.  • Worked in the engineering team developing industrial SCADA radios for monitoring digital IO, 4-20ma sensor loops, PWM, and industrial video applications.  • Designed, conducted and implemented quality assurance and field simulation testing for complete product range.  • Created laboratory experiments to emulate exhibited field errors and develop for more solutions to solve them.  • Researched and integrated emerging technologies into new products for field deployment. |
| DVDeVry University | Academic Tutor | OASIS, ADL, NL, CLAB, ELAB Office of Academic Support and Instruction Services, Advanced Development Laboratory, Network Laboratory, Computer Laboratory, Electronics Laboratory | Long Beach, California | Mar 2004 - June 2006  • Assisted students with usage of laboratory equipment for assignments and experimentation.  • Tutored students in the office of academic support and instructional services, advanced development laboratory, as the resident Teachers Assistant in the network security and advanced micro peripheral courses.  • Focused specialties included:   * Password cracking * Wireless network penetration testing * WEP network cracking traffic * Packet analysis * Digital forensic techniques * Data reconstruction from hard drives (TestDisk, PhotoRec) * Digital forensics avoidance techniques * Nmap * Social engineering techniques |
| TECHNICAL SKILLS/ SECURITY TOOLS: | Vulnerability Assessment Tools: Nmap, Net Stumbler, Netcat, Kismet, Wireshark, Kali Linux, Pentoo Linux  Languages: C, C++, Java, SQL, XML, HTML, CSS, JavaScript, Ruby, Python, Assembly  Client / Server Operating Systems: Windows 10, Windows 2016, RHEL 7, Macintosh OS X, SUSE Linux, Ubuntu, Debian, Gentoo, Pentoo, Knoppix, Linux Mandrake (VMWare), ESXi, OpenBSD, FreeBSD, NetBSD  Applications: Office, Sharepoint, Adobe Premiere, Adobe After Effects, Adobe Photoshop, Adobe Illustrator, MATLab, Slicer (3D Printing)  Databases: MS SQL Server 2008, Access, MySQL, PostreSQL |
| PERSONAL 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, keyfob to ”lock”  the board, motion and location detection for ”ride-data”.  Technologies used:  Python, SQLLite, 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 secruity camera installer, currently scans the network to detect any  cameras, shows encrypted traffic status. Draws diagram of connections to router.  5  Technologies used:  LLaMA 7B, ChatGPT, Python, PostgreSQL, SQLLite, Azure, GCP, AWS, ARP, DNS, DHCP, RTSP, RTP |
| EDUCATION: | Web Developer Full Stack Bootcamp, LeWagon, Rio de Janeiro, Brazil, (09/2021)  Bachelor of Science, Computer Engineering Technology (02/2008)  DeVry University, Long Beach, California, GPA: 3.58, Summa Cum Laude, Academic Honors: Dean’s List (2003– 2007) |
| CERTIFICATES: | (ISC)² Certified in Cybersecurity / CC  International Information System Security Certification Consortium (ISC)² Active as of:  September 2022 |