

Jocelyn Khuu

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EXPERIENCE

Facebook

Menlo Park, CA

Enterprise Support Tech

April 2019 - Present

- Provide IT Support, triage, and escalate issues to support over 60,000 MacOS, Windows, Linux, iOS, and Android devices
- Act as escalation for configuration management (Chef and MDM) and client security (802.1x cert) issues as part of Client Platform Engineering (CPE) Ambassadors on-call
- Collaborate with Internal Detection and Response Team (IDR) on malware removal and troubleshooting security software such as Santa (binary authorization), MDATP, Carbon Black, and Osquery
- Drive incident response with XFN teams from identification to remediation and complete incident reports by querying SCUBA dashboards to gather logs, identify IOCs, and discover impact

Stanford University School of Medicine

Palo Alto, CA

Computing Support Analyst II

January 2019 - April 2019

- Provided tier 2 desktop support for over 2,000 faculty and staff
- Imaged and deployed Windows 10 and MacOS systems and ensured HIPAA data security requirements were met
- Troubleshot endpoint management software (IBM BigFix) and security software (SCEP) for over 5,000 systems

Service Desk Analyst

April 2018 - December 2018

- Collaborated with InfoSec teams on isolating systems, VLAN migrations, and maintaining system compliance for HIPAA
- Utilized Bomgar and Service Now to provide remote support
- Set up Airwatch MDM and Duo Mobile mobile devices
- Created and modified network database entries for systems and assigned IPs and changed VLANs for systems

PROJECTS

Facebook Projects

Spearheaded deployment of Go2Chef to use Chef-solo for off-corp Linux provisioning

Develop Python tool for automated Chef upgrades on Linux systems by logging errors and rolling back versions if errors occur

EDUCATION

University of California, Irvine

B.A. Business Economics

CERTIFICATES

CompTIA Security+

SKILLS

Python

Linux, MacOS, Windows

Exchange/O365

Powershell

Active Directory

Technical Support

Customer Service