Jocelyn Khuu

New York, NY | jocelynkhuu.github.io

EXPERIENCE

CLOVER | SECURITY ENGINEER   Remote, NY | January 2022 – Present

- Lead patch management efforts for over 900 devices by utilizing JAMF policies and Crowdstrike
- Streamline communication between IT, Security, and Infra on security enhancements and planning
- Create security policies for patch management, computing standards, and acceptable use policies

PETAL CARD, INC. | SENIOR IT SUPPORT SPECIALIST   New York, NY | June 2021 – January 2022

- Lead IT as sole IT support for NY HQ and VA locations supporting over 150 systems
- Administered Google Workspace, Okta, Slack, Zoom, Zendesk, JIRA, Confluence, and JAMF Pro
- Increased user patching by over 40% by deploying DeprecationNotifier via JAMF and bash scripting to nudge users to complete security updates
- Identified gaps in IT Security and work cross-functionally to improve and implement new processes and policies and assist with SOC2 compliance for endpoint and IT security
- Completed Zendesk and Okta integration to enhance security with MFA after hours for over 50 users and worked with customer operations teams to ensure minimal impact

FACEBOOK | ENTERPRISE SUPPORT TECH   Menlo Park, CA | April 2019 – June 2021

- Spearheaded deployment of Go2Chef to use Chef-Solo for off-corp Linux (Fedora) provisioning, enabling over 2,000 Fedora users to provision and bootstrap systems from home
- Acted as escalation for configuration management and client security issues relating to Chef, MDM profiles, and 802.1x certificates by troubleshooting from stack traces and logs and tracking trending issues
- Collaborated with Client Security and Internal Detection and Response Team (IDR) on malware removal and troubleshooting security software such as Santa (binary authorization), MDATP, Carbon Black, and Osquery
- Developed Python tool for automated Chef upgrades on Linux systems by dynamically generating JSON config files, bootstrapping Chef with Go2Chef, and querying Chef's Omnitruck API for metadata and package downloads

STANFORD UNIVERSITY | COMPUTING SUPPORT ANALYST II   Palo Alto, CA | April 2018 – April 2019

- Provided tier 2 desktop support for over 2,000 faculty and staff
- Troubleshot endpoint management software (IBM BigFix) and security software (SCEP) for over 5,000 systems
- Ensured all devices met HIPAA compliance requirements for encryption, backup, and device registration

INTELLIPRO GROUP, INC. | IT SUPPORT ENGINEER   Santa Clara, CA | April 2017 – April 2018

- Provided first-line phone and helpdesk support while maintaining excellent customer service for over 800 local and remote users
- Set up and created images for Windows laptops and maintained and upgraded software such as Microsoft Office and local security software for existing users
- Created and managed user domain accounts and passwords and disabled accounts for terminated employees

EDUCATION & CERTIFICATES

UNIVERSITY OF CALIFORNIA, IRVINE | BA BUSINESS ECONOMICS   Irvine, CA

COMPTIA SECURITY+   Valid August 2020 - August 2023