

Jocelyn Khuu

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EXPERIENCE

Facebook

Menlo Park, CA

Enterprise Support Tech

Apr. 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 client 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 dashboards to gather logs, identify IOCs, and discover impact

Stanford University School of Medicine

Palo Alto, CA

Computing Support Analyst II

Jan. 2019 - Apr. 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
- Troubleshoot endpoint management software (IBM BigFix) and security software (SCEP) for over 5,000 systems

Service Desk Analyst (contracted through AvidTR) *Apr. 2018 - Dec. 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 2FA on mobile devices
- Created and modified network database entries for devices and assigned IPs and changed VLANs for systems

Futurewei Technologies

Santa Clara, CA

IT Support Engineer (contracted through Intellipro) *Apr. 2017 - Apr. 2019*

- Educated users on security policies through orientation and reported security incidents to management
- Lead, created, and presented weekly IT orientation and served as the point of contact for all new hires
- Managed ticket queue and user accounts on Track-IT, resolving an average of 500 tickets per month
- Created and maintained images, configured user profiles, and deployed Windows 7, 10, and MacOS 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 version if errors occur

EDUCATION

University of California, Irvine
B.A. Business Economics

CERTIFICATES

CompTIA Security+

SKILLS

Advanced

Troubleshooting MacOS, Linux, and Windows

Intermediate

Active Directory
O365/Exchange

Basic

Python
Bash
Powershell