Joe Green

Contact
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My Cybersecurity Career

Feb 2021 – Feb 2024

Product Manager at **Trustwave -** *A Cybersecurity & Managed Security Services Provider*

Roles and Responsibilities:

- Managed the Managed Detection and Response (MDR), and Co-Managed Security Operations Center (SOC) offerings as part of the larger Managed Security Service Provider (MSSP) service.
- Managed the Security Technology Management (STM) – A managed service to administrate the client's third-party security technology.
- Managed the ModSecurity Web Application Firewall (WAF) commercial ruleset offering – A proprietary ruleset that enhances the open-source ModSecurity project.
- Managed the Intrusion Detection System (IDS) and Scanner offering – A custom IDS designed to be deployed on clients' networks on day one, to introduce immediate value.
- Worked and collaborated as part of the product team to accomplish product planning, product road mapping, competitive analysis, product documentation, develop marketing material, and provide training material to the sales team.
- *Scrum Master* - Oversee the engineering agile process of sprint planning, review, and retrospective.
- *Product Owner* - Oversee the engineering backlog refinement process and shepherding features to deployment.

Projects & Accomplishments

MSS MTTR Improvements*:* I led an initiative to reduce and normalize our Mean Time to Respond (MTTR) to security incidents. Through implementing process changes and platform improvements, we cut the MTTR in half, to align with our goal of 30 minutes for critical incidents.

Amazon Web Services (AWS) Cost Optimization: As part of a larger cost-saving project, I identified recurring and irrelevant data that was contributing to excessive AWS costs. By implementing changes to the platform, and service, we achieved a $2 million annual AWS savings.

Reporting, Dashboards & Data Visualization: I led an initiative to redesign our reporting system to better visualize data for the client. Through standardizing data sets, building new reports, and providing a "risk score" to clients, we increased interest in our reporting system and reduced escalations by 90%.

Security information and event management (SIEM) Schema Expansion: To support more complex rules and playbooks, our SIEM required a schema modernization. I helped map our existing schema to an industry standard, Common Event Format (CEF) fields. Then coordinated the platform improvements required to support the new schema. This ultimately resulted in reducing parsing errors, and increasing data consistency and reliability leading to better rule detections.

Indicators of Compromise (IOC) Hunting: To support our Threat Detection and Response team, we developed a tool to allow analysts to identify IOC in an ongoing incident. Then the tool automatically hunts for those IOC across all clients. This resulted in automating a significant portion of our Emerging Threat Hunting process.

Education

Boise State University
BS in Health Science
BS in Computer Science
Emphasis in Cybersecurity
Minor: Biology, Chemistry
Graduation: Dec 2021

Certifications
- *CompTIA Security+*, 2024 via CompTIA
- *Certified Scrum Product Owner*, 2021 via Scrum Alliance
Product Management Foundations & Focus Certificates, 2023 via Pragmatic Institute

Proficiencies
Jira • Microsoft Office • Java • MySQL • HTML • PHP • Git • Confuence • Linux

Relevant Coursework

Algorithms
Version Control
Data Structures
Agile Development
Computer Science I
Computer Science II
Programming Languages
Intro to Database Systems
Navigating Computer Systems
Intro to Algebraic Cryptology
Discrete Mathematics
Web Development
Operating Systems
Offensive Security
Microprocessors
Digital Systems
Calculus

Additional Work Experience

May 2016 – Feb 2021

10 Barrel Brewing Boise
- I started my time at 10 Barel as a busser and Host. Working my way to becoming a server, bartender, and Manager.

May 2018 – March 2019

On-Demand Medical Staffing – St. Luke's Hospital
- Scribing for a physician at the St. Luke's Emergency Department. Responsibilities included interacting with patients and documenting their visits and procedures completed.

Sept 2015 – May 2016

Aramark University Store – Cashier

Sept 2015 – Jan 2016

Cottonwood Grille – Servers assistant

Links

https://github.com/joemgreen22
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More about me: https://joemgreen22.github.io/

References

Available upon request.