MICHAEL SOURI

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PROFESSIONAL EXPERIENCE

IT Analyst - Yum! Brands, Inc.   **October 2023 - Present**

- Provided comprehensive technical support for over 8,000 Taco Bell restaurants across U.S.A. and Canada.

- Collaborated closely with cross-functional teams to troubleshoot and resolve complex technical issues within agreed-upon SLAs, while proactively monitoring and managing ticket queues in ServiceNow.

- Maintained LAN/WAN infrastructures utilizing FortiGate Next-Generation Firewalls (NGFW), Cisco Meraki Access Points (AP), and HPE Aruba Switches, ensuring high-performance network connectivity and stringent security protocols across enterprise-wide operations.

- Utilized Puppet for automating the provisioning and configuration of servers, streamlining deployment processes and ensuring consistent server setups across the infrastructure.

IT Security Analyst Intern - xTerraLink, Inc.   **May 2022 - November 2022**

- Contributed to developing and evaluating robust security policies, procedures, and standards, ensuring alignment with the HIPAA framework to bolster organizational security.

- Played a significant role in testing, implementing, and actively maintaining an internally developed automated HIPAA IT Security compliance module ("HIPAA In A Box" Portal), enhancing compliance efforts, streamlining auditing processes, and ensuring the adherence of processes and procedures.

- Conducted detailed security assessments of an AWS-based portal, scrutinizing security groups and Web Application Firewall (WAF) configurations to enhance platform resilience against potential threats.

- Updated and refined HIPAA training slides, significantly improving the effectiveness of the security awareness program and fostering a culture of compliance and security vigilance within the organization.

EDUCATION

B.Sc. Computer Science, California State University, Fullerton, CA   **January 2020 - May 2023**

CERTIFICATIONS

CompTIA Security+   **April 2024**
Cisco Certified Network Associate CCNA   **In Progress**

TECHNICAL SKILLS

Operating Systems:	Windows, Linux
Virtualization Technologies:	VMware, VirtualBox
Programming Languages:	Python, C++, JavaScript
Network Protocols:	TCP/IP, DHCP, DNS, VLAN, FTP, SSH

PROJECTS

HomeLab LAN: Implemented SolarWinds free network management tools to monitor, analyze, and optimize the performance of a home network environment.

- **Network Monitoring and Optimization:** IPMonitor, Flow Tool Bundle, Traceroute NG
  - Monitored critical components of the home network, including routers, switches, and personal devices.
  - Captured and analyzed data to gain insights into network traffic patterns and usage.

- **Pi-hole Project:** Distributed ad-blocking capabilities across all connected devices.
  - Configured DHCP settings on Pi-hole to automatically assign DNS settings to devices on the network, ensuring seamless ad-blocking without manual configuration.
  - Improved network security by preventing access to known phishing and malware domains.