Michael L. Thomas

IT Professional & Cybersecurity Specialist

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PROFESSIONAL SUMMARY

Experienced IT professional with expertise in Information Technology, Networking, Cybersecurity, and Customer Service. Committed to industry best practices with a proven track record of enhancing customer service, improving operational efficiency, and implementing robust security solutions. Strong background in network infrastructure, system deployment, technical support, and team leadership.

CORE COMPETENCIES

Technical Skills

Network Infrastructure   Cybersecurity

Google Cloud Platform   System Deployment

Firewall Configuration   Intrusion Detection

Malware Removal   Python for Cybersecurity

Linux & SQL   SIEM Tools   Incident Response

Risk Management

Soft Skills

Team Leadership   Technical Support

Customer Service   Problem Solving

Communication   Time Management   Adaptability

Critical Thinking

PROJECTS

Automated Security Auditing Script   Live Demo Watch Video View Code

Developed a Python script to automate the auditing of user permissions and file access logs on Linux servers, reducing manual audit time by 40%.

Python   Linux   Bash

Network Traffic Analysis Dashboard   Watch Video

Configured a SIEM dashboard using Splunk to visualize network traffic patterns and identify potential security anomalies in real-time.

Splunk   Networking   Data Visualization

Secure Cloud Infrastructure Deployment   Live Demo

Designed and deployed a secure VPC architecture on Google Cloud Platform, implementing firewall rules and IAM policies to adhere to least privilege principles.

GCP   Terraform   IAM

Cybersecurity Threat Intelligence Platform   Live Demo   Watch Video   View Code

Built a centralized threat intelligence aggregation platform that automates the collection, normalization, and analysis of Indicators of Compromise (IOCs) from multiple open-source and proprietary feeds. The system features a real-time dashboard for visualizing threat data, automated alert generation for high-severity indicators, and API integration with existing SIEM tools to streamline incident response workflows for the SOC team.

Key Challenges Overcome:

- Optimized database queries to handle high-volume threat feeds, reducing data ingestion time by 60%.
- Implemented a custom normalization engine to unify disparate data formats from 15+ different threat intelligence sources.
- Designed a resilient API architecture that maintained 99.9% uptime during simulated DDoS attacks.

Python   Django   PostgreSQL   API Integration

PROFESSIONAL EXPERIENCE

Uber Driver | Uber   June 2018 – Present

Atlanta, GA

- Maintained clean professional vehicle
- Maintained 4.8 Customer rating
- Provided exceptional service to passengers

Sales / Assistant to Operations Manager | Ultimate Car Wash   Jan 2019 – Oct 2019

East Point, GA

- Created and implemented a customer care program to improve customer retention and satisfaction rating by 25%
- Proactively identified and addressed 15-20 incidents in the sales process, resulting in a 10% increase in profit margins
- Developed Front Line and Sales training modules, increasing employee performance by 15%
- Improved detail center process accuracy, resulting in a 20% decrease in errors

Sales / Detail Supervisor | Smith Auto Spa   June 2015 – March 2016

Douglasville, GA

- Provided great service in sales
- Detailed information on car care services

RSS Development | RSS Development   Feb 2015 – May 2015

Los Angeles, CA

- Network Analyses / Deployment
- Intrusion Detection and Prevention

- Virus and Malware Removal

Desktop Support | Dexterous Construction   `Jan 2015 - April 2015`

Los Angeles, CA

- Managed and maintained 50 desktop systems with 99.9% uptime
- Installed and updated software applications for 3 months at a 5 state regional use rate
- Allocated resources for Quickbooks-based requests and resolved 50 MS Office queries efficiently

Sales / Marketing Lead | Icon Industries   `Aug 2013 - Dec 2014`

Norcross, GA

- Trained and developed a sales force of four utilizing four step marketing strategy
- Secured clients such as Sams Club and Kroger, resulting in a 10% increase in revenue
- Managed sales team of four

Contractor - Systems Engineer | Taborian Urgent Care Center   `Dec 2011 - Dec 2016`

Mound Bayou, MI

- Designed and setup computer learning center
- Provided IT support

Supervisor/Security Officer | Protect Security   `Aug 2009 - Feb 2011`

Atlanta, GA

- Secured 66 to 120 Unit Apartment complex
- Detailed hourly logs of activities
- Enforced security policies

Tier I Help Desk Support | Gray Systems (SunTrust/IBM)   `Aug 2008 - Oct 2008`

San Diego, CA

- Managed system deployment for SunTrust University
- Deployed workstations enterprise wide utilizing Altiris
- Managed hardware and software Inventory utilizing Bigfix
- Configured workstations for Novel Login

CERTIFICATIONS

Google Cybersecurity Specialization
March 2024 • ID: ADM73Z6KYURM
Verify Credential

CompTIA Network+ 2009
Dec 2010 • ID: Y0KT5CLJDD1EQXML

Networking in Google Cloud Platform Specialization
Feb 2020 • ID: R97GS7X5W9C9

Networking in GCP: Defining and Implementing Networks
Feb 2020 • ID: KXB7MM35LLPC

CompTIA Security+ 2008
Nov 2010 • ID: 0HWHT26BLP1QST18

Google Technical Support Fundamentals
March 2018 • ID: JVPPVR5YF8BH

Google Cloud Platform Fundamentals: Core Infrastructure
Feb 2020 • ID: YJDHDDZ4TF74

Cisco CCNA 640-802
Sep 2009 • ID: Courseware Certificate of Mastery

Cyber Security for Control Systems Engineers
June 2009 • ID: DHS / INL-002

WireShark as an Incident Response Tool
Aug 2009 • ID: DoD / WIRT-G1-0901

EDUCATION

ITT Technical Institute
Associates of Science in Information Technology in Computer Networking Systems
Kennesaw, Georgia • 2009
GPA: 3.73 | Honors: Student Government Association - President