

# 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

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

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

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

[View Project](#)

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

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### 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**

Los Angeles, CA

Jan 2015 – April 2015

- 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**

Norcross, GA

Aug 2013 – Dec 2014

- 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**

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### **Google Cybersecurity Specialization**

March 2024 • ID: ADM73Z6KYURM

[Verify Credential](#)

### **CompTIA Security+ 2008**

Nov 2010 • ID: OHWHT26BLP1QST18

### **CompTIA Network+ 2009**

Dec 2010 • ID: Y0KT5CLJDD1EQXML

### **Google Technical Support Fundamentals**

March 2018 • ID: JVPPVR5YF8BH

### **Networking in Google Cloud Platform Specialization**

Feb 2020 • ID: R97GS7X5W9C9

### **Google Cloud Platform Fundamentals: Core Infrastructure**

Feb 2020 • ID: YJDHDDZ4TF74

### **Networking in GCP: Defining and Implementing Networks**

Feb 2020 • ID: KXB7MM35LLPC

### **Cisco CCNA 640-802**

Sep 2009 • ID: Courseware Certificate of Mastery

## **EDUCATION**

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### **ITT Technical Institute**

Associates of Science in Information Technology in Computer Networking Systems

Kennesaw, Georgia • 2009

GPA: 3.73 | Honors: Student Government Association - President