

# Patrick Friedman

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## KEY SKILLS

**Cybersecurity:** Vulnerability assessment, threat detection, penetration testing, endpoint/server protection, and incident investigation.

**Cloud & DevOps:** AWS, Hybrid Cloud Security, Docker, Kubernetes, Git and cloud-native applications.

**Programming & Development:** Python, C/C++, SQL/MySQL, Bash, Kotlin, Web Development, PHP, and automation scripting.

**Networking:** Network analysis, Subnetting, Wireshark, and troubleshooting across diverse environments.

**Tools & Platforms:** XDR, SIEM, Entra ID, Active Directory, PFsense, VMware EXSi, Hyper-V, Dynamics, Salesforce, and Jira.

## EDUCATION

**B.S. Computer Science**

*University of North Texas*

*May 2021*

*Denton, TX*

## WORK EXPERIENCE

**Principle Customer Support Engineer**

*Jun 2023 – Present*

**Trend Micro | Irving, TX**

- Provided technical support for Trend Micro's cloud-based and on-premises security software, specializing in XDR, EDR, and email security products.
- Closed over 2,000 cases with an MTTR of 10 days, ensuring efficient case management and high customer satisfaction.
- Automated tasks and enhanced AWS and Azure deployments using Python scripting.
- Utilized CRM tools such as Microsoft Dynamics, Salesforce, and Jira for case management and customer success tracking.
- Diagnosed/resolved Windows OS, network, and security application issues (e.g., AV, VPN, Firewall).
- Collaborated with cross-functional teams and implemented agile methodologies to improve workflow efficiency.
- Troubleshot SaaS applications, APIs, and enterprise infrastructure for Fortune 500 companies in complex environments.

**Customer Success Manager / Engineer (Hybrid Role)**

*Jul 2021 – Jun 2023*

**Trend Micro | Irving, TX**

- Mapped the customer journey, proactively addressing issues, escalations, and resolutions to improve customer experience.
- Reduced churn by 97% and increased customer retention/satisfaction by leading deployment, migration, and implementation of Trend Micro products.
- Configured AWS, VMware EXSi, and Hyper-V environments, showcasing expertise in cloud and virtualization platforms.
- Led training programs on cloud/on-premises security suites, IAM, Zero Trust, and multilayered security protocols.
- Conducted threat analyses, resolved vulnerabilities, and integrated SIEM, Entra ID, and Active Directory into environments.
- Managed enterprise customer accounts, driving product adoption, risk mitigation, and growth opportunities.
- Dedicated engineer for multiple Fortune 500 companies, providing onboarding, deployment, migration, and upgrade assistance.

## PROJECT EXPERIENCE

**Classification of Subjective and Objective Texts Using RNN**

Python

- Developed a machine learning algorithm to classify text as objective or subjective in a 24-hour competition.
- Led the team as Product Manager, assigning tasks, setting benchmarks, and ensuring on-time completion.
- Built an HTML parser to extract and process training data from 50 articles in three minutes for the AI model.
- Increased training performance by 36% by removing unnecessary information via a word frequency list.

**Nemmeth Braille to Text Translator**

Python, Java, Kotlin

- Developed an Android app to scan Nemmeth Braille (8-dot for Math) and convert it to text in real-time.
- Led as Project Manager, setting benchmarks, managing tasks, and resolving technical challenges.
- Built the image processing library in Python (OpenCV) and designed an intuitive GUI for user-friendly interaction.

**Lab Infrastructure Maintenance**

- Designed and managed lab environments for Trend Micro security solutions across Windows and Linux platforms.
- Configured and maintained VMware EXSi, Hyper-V, AWS, and integrated Azure for multi-cloud environments.
- Led solution integration and testing, optimizing network subnetting, computer/user management, and security policies.
- Utilized Active Directory, DHCP, Domain Controllers, and PFsense for infrastructure management.

## CERTIFICATIONS

**Certificate in Cyber Security**

*Dec 2023*

*ISC2*

**Solutions Architect Associate**

*Aug 2022*

*Amazon Web Services*

