**THOMAS GONZALES**

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**Applying for: Information Technology Specialist (INFOSEC)**

Seasoned, conscientious, and versatile information technology (IT) professional with more than 25 years diverse experience including extensive network engineering and cybersecurity expertise. Proven ability to develop and deliver IT systems and services tailored to meet customer needs. Intimately familiar with designing, deploying, and maintaining virtual and physical networks. Adept at conveying complex IT Security technical information to diverse audiences. Palo Alto Networks Certified Network Security Expert eager to apply technical expertise, communication skills, and work ethic to meeting the most daunting cybersecurity challenges to meet confidentiality, integrity, and accessibility of data in-motion and data at-rest to secure information assurance in the civil service.

**~ Selected Areas of Expertise ~**

Cybersecurity ~ Cloud Computing ~ Network & Systems Engineering & Administration ~ Oral, Written, & Multimedia Communication ~ Customer Service ~ Problem Solving ~ Attention to Detail

**PROFESSIONAL EXPERIENCE**

01/2023-Present, **Local Veterans Employment Representative** - State of California Employment Development Department San Jose, CA, Salary: $43,000 Per Year; Hours/Week: 40; Supervisor: James Dion, Telephone: 408-216-6200; Contact: Yes

**JOB DEVELOPMENT ACTIVITIES:** Conducts job development activities in local community to assist the Americas Job Center of California, AJCC, in connecting employers with qualified veterans. Advocates for all veterans and works with the AJCC Business Services Team to promote hiring of veterans. Works with Disabled Veterans Outreach Program specialists and other AJCC staff to provide job opportunities to specific veterans and may meet with veterans to better understand and meet their employment needs.

**OUTREACH ACTIVITIES:** Conducts outreach and coordinates with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans.

Assures accuracy in explaining the benefits of employment services and incentives as well as the advantage of hiring veterans. Promotes credentialing and licensing opportunities for veterans. Plans and participates in job and career fairs providing a positive and committed presence for fellow veterans Provide follow up support of veteran jobseekers.

**COLLABORATION:** Informs federal contractors of the process to recruit qualified veterans and the requirement to enter job openings in the CalJOBS web application system. Collaborates with AJCC partners, and community-based organizations to leverage resources and build capacity to serve the needs of the veterans. Facilitates employment, training, and placement services for veterans by ensuring easier access to the appropriate employment and training services for veterans within the state employment delivery system. Meets regularly with AJCC partners to determine how and what services they provide; provides recommendations to the veterans' services team and partners to improve services to veterans and to minimize duplication of effort.

**JOB SEARCHES, WORKSHOPS, AND MARKETING:** In conjunction with employers, conducts job searches and workshops, and establish job search groups. Develop, update, and maintain a marketing plan to promote services to employers and hiring of veterans receiving services at the local AJCC(s). Provides monthly and quarterly Veteran Program activity reports to EDD management.

08/2016-02/2021, **Technical Program Developer and Technical Trainer, JobTrain**, San Mateo, CA, Salary: $35,000 Per Year; Hours/Week: 20; Supervisor: Jen Overholt, Telephone: 650-330-6429; Contact: Yes

**NETWORK & SYSTEMS ADMINISTRATION:** Information technology security focused using the "shift left" approach to address security early in all development and training cycles for Network infrastructure and endpoints. Trained students and installed, configured, and maintained Linux and Windows 10 laptops and virtual machines. Developed processes and training for Network Addressable Storage (NAS), Ansible, DNS, Web Servers, and AdGuard software on Linux VMs and Raspberry Pi single-board computers. Installed, configured, and maintained VMWare and Virtual Box hypervisor software packages. Installed and configured computer network hardware and virtual Cisco Routers and Switches. Trained students to configure and deploy network cabling and server racks for training and testing. Deployed networking products over fiber optic, copper wired, and wireless transmission media.

**CYBERSECURITY & RESILIENCE:** Ensured Information Security by performing cybersecurity functions for both networks and endpoints, including threat reduction; vulnerability analysis/mitigation; and incident response, resiliency, and recovery. Configured, maintained, and performed troubleshooting next-generation firewall appliances and virtual machines for resiliency, redundancy, and data loss prevention.

**CUSTOMER SERVICE:** Identified and applied best practices for attracting students to the Network+ course. Delivered oral presentations and training over videoconferencing while building and maintaining relationships with certification candidates.

**ATTENTION TO DETAIL:** Developed and delivered detailed training for candidates in the full range of Network+ certification domains. Led installation projects for student labs. Provided detailed resources for students’ success in exam certification. Provided full production using telework model.

**PROBLEM SOLVING:** Developed, tested, and updated labs for Network+ students to get their first hands-on experience with hardware and virtual Cisco Routers and Switches in local area networks, and Windows laptops and virtual machines.

Consulted in development of future courses.

**Selected Accomplishments & Key Results:**

* Developed Network+ training course from the ground-up.
* Built relationships with internal departments, CompTIA, and vendors to obtain vital software and hardware resources to develop and deliver the training curriculum.

08/2016-02/2021, **Technical Curriculum Developer & Technical Trainer, Palo Alto Networks**, Santa Clara, CA,

Salary: $133,406 Per Year; Hours/Week: 40; Supervisor: Hung Ha, Telephone: 408-753-4000; Contact: Yes

**NETWORK & SYSTEMS ADMINISTRATION:** Installed, configured, and maintained Windows 2012 and 2016 servers, Active directories, Web services, databases, and Windows and Linux physical and virtual endpoints for a premier cybersecurity company serving more than 80K users worldwide. Installed, configured, and maintained software and Virtual Machine configurations for Linux, Windows 7 & 10, and MACOS-X. Cloud Security focused for virtual machines, containers, and serverless environments. Developed Subject Matter Expert expertise through research and development in multi-cloud Information Technology security architectures.

**CYBERSECURITY & RESILIENCE:** Configured, installed, and maintained high-availability, redundant, and resilient security and encryption services. Performed cybersecurity functions for both networks and endpoints, including threat reduction, vulnerability analysis/mitigation, and incident response, resiliency, and recovery. Configured, maintained, and performed troubleshooting on next-generation firewall physical appliances, Public Cloud instances, and VMWare-supported virtual machines for resiliency, redundancy, and data loss prevention for Systems Engineers building security programs, risk mitigation strategies, technical guidance, and conducting audits with prospective customers and their specific security requirements, using automation services.

**CUSTOMER SERVICE:** Identified sound judgment and applied best practices for migrating customers to sensitive application-based security policies to address information system security, penetration testing needs and information assurance. Designed and deployed virtual machines (VMs) for systems engineering and customer use on private and public clouds. Adapted templates and configurations to meet user-specific resiliency and recovery needs. Provided written and oral presentations and training in Train-the-Trainer sessions for Senior Systems Engineers.

**ATTENTION TO DETAIL:** Designed and deployed virtual private clouds for use on Amazon Web Services, Microsoft Azure, and Google Cloud Platform, incorporating the full spectrum of cybersecurity principles and practices required for customers to ensure security compliance policies. Implemented Next-Generation Firewalls for high levels of traffic and resource security. Performed template-based and manual deployments.

**PROBLEM SOLVING:** Developed, tested, and updated lab scenarios for systems engineers and other specialists to develop skills and expertise in public cloud deployments, making frequent modifications to align with vendors service evolution. Applied infrastructure as code techniques to build resilient public cloud deployments to improve network security and ensure security compliance.

**Selected Accomplishments & Key Results:**

* Leveraged extensive hardware, software, and network expertise to develop and maintain more than 15 courses, presentations, and labs; create certification exams and processes; facilitate the development and update of more than a half dozen professional certification exams; and developed and updated more than 10 exam resource and study guides.
* Supported the professional certification of more than 1500 in-house and external professionals to demonstrate and sell cybersecurity products and services.

06/2015-03/2016**, Beta Triage Coordinator, TiVo**, Alviso, CA, Salary: $52,000 Per Year, Hours/Week: 40,

Supervisor: Joel Shaffner, Telephone: 408-519-9100; OK to Contact: Yes

**HARDWARE & SOFTWARE TROUBLESHOOTING:** Troubleshot and resolved data network issues for field testers, using Linux- and Windows-based tools to perform triage to improve system performance and user experience for a consumer electronics company with more than 6M customers around the world.

**PROBLEM SOLVING:** Replicated hardware, software, server, and user interface issues discovered by testers in the lab for further analysis. Created and maintained Beta Triage FAQs to enable standardized support for alpha and beta testers.

**ORAL & WRITTEN COMMUNICATION:** Captured detailed, clear, and actionable descriptions of identified issues to enable further investigation and eventual resolution. Engaged with hardware and software engineering teams to clarify issues and provide details to help develop solutions. Documented the volume and types of reported issues, software distribution, and more. Developed and delivered presentations to diverse audiences, including executive leaders, covering team organization, processes, operations, and inter-team integration.

**PROCESS MANAGEMENT:** Developed and documented collaborative processes for troubleshooting network, audio, video, and application issues on Linux-based devices. Conceived and created workflow and process diagrams to facilitate interdisciplinary problem solving and bug resolution.

**ATTENTION TO DETAIL:** Performed pre-deployment testing of new features and functionality in consumer electronics products. Created, configured, and administered Windows- and Linux-based virtual machines to enable in-depth log review and system isolation. Researched, developed, and conducted remastering of company products to facilitate software version upgrades.

**RESOURCE MANAGEMENT:** Maintained a laboratory worth approximately $15K with Wi-Fi, cable, and ethernet capabilities to enable testing of multiple software lines and configurations. Configured and supported

multimedia-over-cable, ethernet, and Wi-Fi local area network (LAN) support as well as hardware, software, and peripherals to support internal and external testing of company products. Performed logistics functions for returned merchandise and inventory control, field testing deployment, and end-of-life disposition.

**Selected Accomplishments & Key Results:**

* Developed a triage process matrix, expediting evaluation and resolution of incoming technical support issues by 20%.
* Implemented a streamlined bug processing plan, reducing the time required for software and hardware engineering solutions by 20%.

04/2013-06/2016, **Proprietor/Owner, TekMem Network Engineering**, San Jose, CA, Salary: $156,000 Per Year,

Hours/Week: 40

**LEADERSHIP & MANAGEMENT:** Supervised one employee in an IT small business serving 15 clients throughout the U.S. and Canada. Provided technical training and course development, network security product evaluation, and wide area network (WAN) and LAN system integration and maintenance support.

**Selected Accomplishments & Key Results:**

* Integrated courseware into Microsoft SharePoint for enterprise mobility management startup company, enabling valuable and consistent collaboration on a variety of technical courses.
* Developed and taught technical courses for the development and use of laser engraving systems used for artistic, technical, and product development functions.

01/2011 04/2013, **Senior Curriculum Developer/Technical Trainer, EMC Backup and Recovery Systems**, Santa Clara, CA, Salary: $115,000 Per Year; Hours/Week: 45

**TECHNICAL EXPERTISE & TRAINING:** Configured, managed, and performed troubleshooting of hardware and software issues for company NAS de-duplication products. Developed training materials and lab sessions, using remote lab resources and virtual private network (VPN) connections in a VMware environment for hundreds of vendors worldwide. Served as subject ma]er expert for company backup and recovery system products and training courses. Managed technical certification exams.

**COMMUNICATION & INSTRUCTION:** Created and revised highly technical curriculum for diverse audiences, including engineering, IT, sales, and business partners. Presented technical courses via instructor-led video

training sessions, distributed to company employees and partners via DVD. Collaborated with the company's international team to develop, refine, and publish certification exams for foreign students.

**Selected Accomplishments & Key Results:**

* Developed a self-certification program for partners to certify their IT products and services with Data Domain deduplication tools, enabling a more rapid deployment and faster adoption of company products.
* Reduced partner deployment times from roughly five weeks to less than one week.

**Education:**

Bachelor's Degree, Electrical Engineering, California Polytechnic State University, San Luis Obispo, CA, 1995

**Selected Professional Training & Certifications:**

CompTIA Security+, 2024 CompTIA Network+, 2022 Palo Alto Networks Certified Network Security Engineer, 2021 Data Domain Professional, 2011 EMC Backup and Recovery Expert, 2011 Aruba Certified Mobility Associate, 2009 Packeteer Certified Expert, 2006 Certificate in Internet Security, University of California, Santa Cruz, 2005 Certified Information Systems Security Professional (CISSP), #51297, 2004 Cisco Certified Network Associate, 2000

**Earlier Relevant Experience:**

2008 2010, Owner, TekMem Network Engineering, San Jose, CA: Performed WAN/LAN deployment and

maintenance. Provided project management services for expert examination certification programs.

2004 2007, Technical Trainer/Course Developer/Support Engineer, Packeteer, Inc., Cupertino, CA: Provided third-tier support for network traffic-shaping tools, including quality of service (QOS) configuration and implementation. Developed and edited video content for web-based and classroom IT courseware. Delivered in-class training sessions.

**Specialized Skills:**

TCP/IP; QOS; WAN; LAN; System and network administration protocols (DNS, SMTP, etc.); Operating systems (Debian, Ubuntu, Windows, Linux, Apple MacOS-X); WAN protocols; LAN switching protocols; Ethernet

troubleshooting; Storage Area Networks