



PROFESSIONAL EXPERIENCE

Small MSP

March 2023 – Present

Solutions Engineer

Frisco, TX

- Consult stakeholders & executives in financial and legal sectors, translating complex technical issues into clear & actionable business terms – achieved **100% client satisfaction** while mitigating cyber risks.
- Authored **SOC 2–aligned IT policies & procedures** to drive compliance and **spearheaded incident response and remediation** efforts using MS365 Admin and various third-party security tools.
- Pioneered implementation of **Microsoft Defender for Endpoint, Conditional Access, and Intune security policies** across **500+ endpoints**, resulting in a **90% reduction in critical vulnerabilities** after heavily automated remediation of detected vulnerabilities.
- Pioneered implementation of **Avanan** for **email security**, mitigating 700+ phishing attempts daily and **reducing successful email phishing campaigns by 95%**.
- Engineered secure enterprise **LAN/WAN networks** (WatchGuard, Netgate, Ubiquiti) to improve **network perimeter defense and governance**.
- Developed **internal GPT-based Flask/Python app** to autonomously generate troubleshooting recommendations for **50 support tickets daily, improving mean ticket resolution times by 30%**.
- **Managed three junior associates**, enhancing service capability and resulting in greater client satisfaction.

Financial Company

September 2020 – May 2022

Production Support Specialist (Contract)

Plano, TX

- **Led 3-5 incident management bridges per week** for critical financial systems, **reducing downtime for tens of thousands of users**.
- **Authored root cause analyses (RCA)** and collaborated with engineering teams to **implement application monitoring systems, reducing time-to-response by 40%**.
- Integrated **AWS CloudWatch** and **synthetic monitoring** for applications to proactively identify application performance degradation, **preventing 6-8 incidents with downtime per quarter**.
- Developed & maintained **Splunk dashboards** to monitor critical financial systems, **halving the time to identifying failure points and performance issues**.

February 2019 – September 2020

Production Analyst

Bryan, TX

- Maintained and configured **20+ application servers** via **VMware Horizon**, including **Windows Server 2012 R2** and **Linux (CentOS)**, ensuring **high availability and performance** for production systems.
- Built **autonomous monitoring workflows** and **automated 3 manual processes** with **Docker** and **Bash**, saving **4+ hours weekly**.
- **Containerized 3 internal applications** using **Docker**, enabling cloud readiness for **AWS migrations**.
- Engineered secure **ETL pipelines** using **PowerShell, Bash, and Python** to load **PII-sensitive government data** into production databases, ensuring compliance with internal and federal regulations.
- Authored and maintained **process documentation**, enabling operational transparency for the team.

TECHNICAL SKILLS

Security & Compliance: NIST CSF, CIS Controls, ISO 27002, SOC 2, HIPAA, MFA (Duo, YubiKeys), SPF/DKIM/DMARC, EDR (Blackpoint Cyber, Defender for Endpoint), SilverSky MDR, Compliance automation, SSO, DLP

Cloud & Infrastructure: Azure, AWS (IAM, EC2, ECS, RDS, Route53, CloudFormation, CloudWatch, WAF), VMware, Hyper-V, API

Networking: TCP/IP, SSL/TLS, DNS, DHCP, Synology NAS, WatchGuard, Ubiquiti, 802.1X, IDS/IPS

Automation & Monitoring: PowerShell, Python, Bash, Intune, Group Policy, Atera RMM, Task Scheduler, Splunk, Rundeck, Datadog, New Relic

Backup & Disaster Recovery: Veeam Backup & Replication, Wasabi S3, Afi.ai

Collaboration & ITSM: Confluence, GitHub, ServiceNow, Freshdesk

CERTIFICATIONS

Certified Information Systems Security Professional (CISSP) (ISC2 #1710127)

AWS Certified Solutions Architect – Associate

AWS Certified SysOps Administrator – Associate

ETA International Certified Customer Service Specialist (CSS168318)

EDUCATION

The University of Texas at Dallas | BS, Information Technology & Systems | May 2024 | Richardson, TX

- **Leadership Roles:**
 - **Board Member – Secretary**, The Real Estate Club at UTD
 - **Student Leader**, Epic Movement at UTD
- **Relevant Coursework:** AI/Machine Learning with Python, Oracle SQL DB Design

Texas A&M University | BS, Genetics (Completed 74 credit hours) | Dec 2018 | College Station, TX

- **Director of Medicine**, Global Medical Brigades