Justin Knox, CISSP

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SUMMARY:

- Networking, Systems & Cyber Security Engineer with 20 years of experience in the tech industry.
- 10+ years of professional experience in automation, support and development.
- Demonstrated leadership, problem-solving and adaptability with expertise in mentoring, training and project delivery.

EXPERIENCE:

IT/OT Infrastructure Administrator, Cyber Security   Sep 2023 - Present
Great Lakes Water Authority, Operational Technology, Cyber & Information Systems Security
Direct-Hire | Onsite to 20% Remote | Detroit, MI
- Piloted a credential management system, increasing department-wide password complexity by 8%.
- Implemented TLS 1.3 authentication for an increase of authenticated sessions by over 12%.
- Designed, developed and deployed an Internet Protocol Address Management (IPAM) platform on PostgreSQL, Redis and Jenkins web-based technologies.
- Built and tuned an internal SIEM; to provide increased visibility into network related events.
- Developed and implemented internal malware analysis processes, categorization and archival systems.
- Designed and constructed an internal Change Management system for production related changes.
- Conducted the 2023q4 and 2024q1 internal security audits in preparation for the Quantitative Risk Assessment utilizing the AWWA, NIST 800-153 & CSF 2.0 frameworks.

Skills: PowerShell · ReST API · AD Administration · x509 · tcpdump · nc · nmap · Nessus NASL · SCADA

Systems Engineer   June 2023 – Sep 2023
Corewell Health, Critical Environment Engineering (CEE)
Contract-to-Hire | Ma-Tech Resources | Onsite to %20 Remote | Grand Rapids, MI
Collaborated with the cross-functional agile train to deploy, provision, and maintain the companies existing and future infrastructure across OSI L1-4.
- Built the production compute infrastructure within a 40% faster than estimated delivery time through providing experienced deployment methods using industry best practices.

Skills: Industrial PME · DCIM

Network Engineer   March 2023 – June 2023
jPeg Design | Research & Development, Deployment, Support & Maintenance
Direct-Hire |100% Onsite | Dundee, MI
- Worked in a 3-person team to design, deploy and maintain small to medium business infrastructure.
- Developed the company's first inventory, customer, client and installation databases.
- Developed in-house automation software, including password management and deployment monitoring software.

Skills: PostgreSQL · Python · Git · Azure · AWS · MoIP · Cisco CLI

Freelance Technical Consultant   December 2021 – March 2023
Alchemy Computing, Dumptd | Research & Development, Systems Architecture
Multi-Contract | 100% Remote | Washington DC
Coordinated with Start-Up engineering teams for the prototyping of front and back-end systems in the creation, securing and deployment of company and production infrastructure.

Skills: Laravel · PHP · TomTom & Google Maps API · Ansible · VoIP · Cisco CLI · Juniper · PostgreSQL · RFID · QR-Code Programming

Operations Engineer II / Data Center Technician III   December 2018 – December 2021
Google | Engineering Field Services; Server, Network & Hardware Operations
Direct-Hire | 100% On-site | Charleston, SC; Reston, VA
Worked in the 12-member global EFS team covering all deployment architectures for the full-breadth of Google's production fleet.
- Provided zero loss to five-9 SLO and SLA during the ~400% increase to production load during the Covid-19 outbreak with an 80% reduction in staff.
- Led the project team which deployed the GCVE East-Coast and completed the project 75% ahead of schedule.
- Built repairs automation software which monitored, configured and automated 80% of server diagnosis, repairs and ticket closure. Measured an 800% decrease in server repair over time for the regions in which this software was ran.
- Received 19 Peer Bonuses and 2 Challenge Coin Awards; Commendable Service during Hurricane Dorian, and same during Pandemic Support.

Skills: Bash · Bigtable · Protocol Buffers / ProtoBuff · Python · Planet-Scale CI/CD · Borg (aka Kubernetes)

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Network Operations Technician   July 2017 – December 2018
Switch LTD | Network Operations
Contract-to-Hire | TekSystems | 100% On-site | Las Vegas, NV
Worked in one of the largest datacenters on earth, with customers ranging from 1RU to multi-campus deployments.
· Developed automation of email using lexical analysis to automate ticket handling, saving approximately 65% of time spent.
Skills: AutoHotkey · BGP · PowerShell

Systems Administrator IV   October 2016 – June 2017
Pinnacle Community Services | Information Technology
Direct-Hire | 100% On-site | Las Vegas, NV
Worked in an in-home care facilities provider for Elderly and Autistic individuals.
· Developed and migrated internal file-share-system to bring organization into HIPAA compliance.
· Secured the companies trunks using IPsec over GRE on Cisco and Avaya infrastructure.
· Conducted internal digital forensics investigations using the Sleuth toolkit.
Skills: Cisco · Windows Server 2012 · Active Directory · Samba · Porteus Linux · Java

Freelance Technical Consultant   April 2016 – October 2016
Alchemy Computing | Information Technology
Multi-Contract | 100% On-site | Las Vegas, NV
· Focused specialties included small to medium business PC Repair, website development, electronics prototyping.
Skills: A+ · Malware Removal · Digital Forensics · Data Recovery

Technical Specialist II   November 2013 – April 2015
Scientific Games | Technical Documentation and Training
Direct-Hire | 100% On-site | Las Vegas, NV
· Brought travel expenditures down by 95% through creating training videos.
· Saved 650 labor hours / week through consolidating a spreadsheet-based software tracking system into a single database.
Skills: SharePoint· Arch Linux· PHPFM· Memcached· NGINX · Apache· WordPress · Jekyll· Markdown · Yammer

PRIOR EXPERIENCE:

British Telecom, El Segundo, CA - Network Operations Center - **Network Event Management Technician**
Synetcom Digital, Torrance, CA - Research and Development - **Junior Electronics Engineer**
DeVry University, Long Beach CA - **Electronics and Development Lab – Academic Tutor & Faculty Assistant**

EDUCATION:

(IN PROGRESS) M.S.C.S. Data Science and Intelligent Systems   (PROJECTED) December 2025
University of Tennessee, Knoxville   (ONLINE) Knoxville, TN

B.Sc. Computer Engineering Technology, Cum Laude, GPA: 3.6   March 2008
DeVry University, Long Beach   Long Beach, CA
· Best Senior Project, 2008, "Fingertip Effects". Machine vision Java, C++ & Assembly application.
· Associated Student Body President, Spring 2005 – Fall 2005, Spring 2006-Fall 2007

CERTIFICATIONS/PUBLICATIONS/PROFESSIONAL ASSOCIATIONS:

CISSP / Certified Information Systems Security Professional
International Information System Security Certification Consortium, ISC2, Member ID: 954626, Active as of: March 2024

SEC+ / Security+
Computing Technology Industry Association, CompTIA, Candidate ID: COMP001022411475, Active as of: December 2023

ISACA Member
Information Systems Audit and Control Association, ISACA, Member ID: 2063351, Active as of: August 2024

Amateur Radio Technician Class License
Federal Communications Commission, FCC, Callsign: KF8BVZ, Active as of: July 2024

VOLUNTEER/LANGUAGES/AWARDS:

Languages: Studying Spanish, German (Pre-A1) and Portuguese | **Awards**: Best Senior Project 2008.