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## **OBJECTIVE**

As a team member with demonstrated technical ability who understands the importance of leadership in attaining technical excellence and customer satisfaction, I have a strong desire to lead an information technology team with challenging goals that expects and nurtures world-class technical and customer service skills in its members. I will thrive in a position that demands strong, hands-on leadership in both technical and non-technical aspects and which takes full advantage of my strong technical background and exposure to a wide array of enterprise technologies.

## **WORK EXPERIENCE**

- 2/02 – Present    **Cox Communications**  
Alpharetta, Georgia  
**Sr. Information Security Engineer** (2/07 – Present)  
Member of a nascent Information Security organization tasked with developing, implementing and enforcing information security policy throughout a multi-platform large enterprise. Specific duties include incident response, security consulting for new services, architecture and operational reviews of existing services, and design and implementation of security-centric services primarily related to PCI compliance. Spearheaded implementation and ongoing support of Pointsec PC whole-disk encryption with eventual deployment to 12,000 laptops and was instrumental in architecting, implementing, and operating ArcSight ESM security event management environment. Technology exposure also includes Nessus, Metasploit, NMap, PKI, Linux, OS X, Websense, VMWare, an arsenal of Windows and Linux-based security tools, and a multitude of other enterprise technology platforms.  
**Systems Management Engineer** (4/05 to 2/07)  
**Client Security and Systems Analyst** (Contractor: 2/02 to 6/04, Employee: 6/04 to 4/05)  
In both positions, which by demonstrated initiative evolved over time from a general local desktop support role, was responsible for architecting, implementing, and supporting management and security solutions for more than 23,000 Windows client and server computers at more than 20 sites nationwide. Primary tools were SMS 2003, McAfee ePO, VMWare hosted products, Wise Installer, and various scripting solutions. Responsible for development of highly customized, fully automated and well-received Windows 2000 to XP upgrade. Member of project teams responsible for Windows XP, MS Office 2003, SMS 2003, Cisco VoIP, and Oracle ERP upgrades.
- 4/01 – 12/01    **Alternative Resources Corporation (now Pomeroy IT Solutions) – PC Specialist II Contracted to Electronic Data Systems (EDS) and in-turn to BellSouth Corporation (now AT&T)**  
Atlanta, Georgia  
Part of a team responsible for comprehensive OS and application support of over 1300 desktop and laptop workstations throughout the BellSouth Corporate Headquarters complex.
- 1/01- 4/01    **Idapta – Senior Technical Support Analyst**  
Atlanta, Georgia  
Responsibilities included deployment, support, and maintenance of approximately 200 LAN-attached desktop and laptop PC's and several remote laptops running Windows 98, Windows NT, or Windows 2000 Professional and associated applications including Microsoft Office. Help desk administrator and team leader. Additional responsibilities included IT software and hardware purchasing and asset tracking.

- 6/99-12/00      **OneCoast Network – Technical Services Analyst**  
Atlanta, Georgia  
Responsibilities included deployment, support, and maintenance of approximately 600 local and remote PC's running Windows 9x or Windows NT and associated applications including Microsoft Office.
- 6/98-5/99      **Interim Technology (now Spherion) – Technical Call Screener and Customer Engineer Support**  
**Contracted to IBM Global Services Delivery Center**  
Kennesaw, Georgia  
Responsibilities included remotely solving hardware issues brought forth by both end-users and on-site IBM engineers and occurring on IBM Intel-based servers running a variety of operating systems. Acted as single point of contact for technical and logistic issues between DaimlerChrysler, their third-party helpdesk servicing 5000 locations, and IBM.
- 5/96 - 8/96      **IBM – Online Technical Support Specialist**  
5/97 – 6/98      Research Triangle Park, North Carolina (telecommute from Tuscaloosa, Alabama)  
Responsibilities included providing online technical support to IBM customers via online forums. Supported all facets of consumer PC operation.
- 8/96 – 12/96      **Program for Rural Services and Research (University of Alabama) –**  
5/97 – 8/97      **Technical Support Specialist**  
Tuscaloosa, Alabama  
Responsibilities included general maintenance and support of approximately 100 networked and standalone PC's running Windows 95 and connected via Novell Netware and TCP/IP.
- 5/95 - 5/97 (Co-op, every other semester via University of Alabama)  
**IBM – Networking Hardware Product Specialist**  
Research Triangle Park, North Carolina  
Responsibilities included remote telephone support of IBM enterprise networking products ranging from network adapters to routers running on a variety of platforms and operating systems.

## **EDUCATION**

**The University Of Alabama**  
Tuscaloosa, Alabama  
Undergraduate study, Computer Engineering.

## **RECENT AWARDS, TRAINING AND CERTIFICATIONS**

- Cox Communications "IT Star Performer" award, (3Q 2006)
- Cox Communications Client Support Technician of the Quarter (3Q 2002)
- Cox Communications Client Support Technician of the Month (four times between 2/02 and 4/05)
- TCP/IP Weapons School: Black Hat Edition
- Certified Penetration Testing Specialist – Mile2 Training
- Microsoft Certified Professional (MCP)

## **ADDITIONAL QUALITIES AND SKILLS**

- Demonstrated leadership and ability to influence others.
- Dedicated to technical excellence and superior customer experience.
- Possesses strong, intuitive problem solving skills and an ability to impart them to others.
- Extremely quick learner when presented with an unfamiliar product or scenario.
- Keeps up with current consumer and enterprise technology trends via various online and print resources.

### **References Available Upon Request**

Online version available at <http://www.mindspring.com/~andrew.cohen/resume.html>