BRIAN W. PETTY

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(765) 631-5080 | Anderson, IN | Open to Relocation

CAREER SUMMARY: After 10+ years in hospitality management, I went back to school and earned my Bachelor's in Information Systems Security, and I'm now looking to transition into the cybersecurity field. I'm currently completing my Masters in Cybersecurity Studies & I have earned my CompTIA Security+ and multiple AWS certifications.

EXPERIENCE

IAM Engineer I   Cumberland, MD
Provision IAM   September 2022 – Present
- Assisted in deployment and customization of IAM solutions for clients
- Modified resource connectors for custom connection
- Deployed, upgraded, and assisted with management of open-source software in an enterprise environment

Concentrix   Daleville, IN
Senior Technical Advisor   June 2020 – August 2021
- Assigned to Tier 2 troubleshooting team, handing escalations and interfacing with engineering groups
- Functioned as team lead / Senior Advisor for all Tier 1 technicians overseeing mobile devices, desktop and laptop support, wireless devices, and multimedia devices, and served as a mentor to new technical support advisors
- Trained new staff in quickly & efficiently handling customer issues and complaints, using de-escalation and conflict resolution techniques

Continuum   Anderson, IN
Customer Service Representative   June 2019 – October 2019
- Tier 1 technical support for mobile customers, as well as billing and account assistance, and customer service.

Various Hotels   Marianna, FL
Multiple roles, including General Manager   April 2002 – June 2014
- Managed all aspects of hotel operations, from Guest Services to General Management
- Designed training for all new hires for multiple locations
- Completely modernized IT assets and network architecture, including re-cabling PoE Cisco Wi-Fi Access Points, as well as replacing and re-configuring the router and restoring Wi-Fi access to all the hotel rooms and lobby, resulting in an approximately 30% surge in customer satisfaction
- Developed yearly business plan, performed all sales and marketing efforts, designed & managed multiple projects
- Cut costs reasonably and upgraded amenities, resulting in a 70% decrease in monthly costs, as well as an increase in guest satisfaction with offered amenities and programs, such as the daily breakfast.

CERTIFICATIONS

- CompTIA Security+ CE
- AWS Certified Solutions Architect Associate
- AWS Certified Developer Associate
- AWS Certified Cloud Practitioner

EDUCATION

American Public University   Charles Town, WV
M.S. Cybersecurity Studies   Expected graduation timeline of 2024-2025

American Public University   Charles Town, WV
B.S. Information Systems Security, Cum Laude   June 2020

COMPUTER LANGUAGES AND TOOLS

- Languages: Python, HTML
- Linux: Debian, RHEL, and Arch-based distributions
- Windows: Server and Workstation editions, Group Policies, and Windows Subsystem for Linux, Sysinternals, PowerShell, Windows Subsystem for Linux, WMIC, Firewall, and Registry
- Kali, Parrot, and BlackArch: bash, Wireshark, nmap, Metasploit, DirBuster, exploitdb, BurpSuite, midPoint