

Eric Groves

ericanthonygroves.com

WORK EXPERIENCE

Information Technology Specialist (INFOSEC)

Duties, Accomplishments and Related Skills:

- Primary Architect for Elastic Stack for centralized logging aggregation
- Primary Architect for Security Onion Intrusion Detection System.
- Primary administrator for all Linux systems, including Red Hat Enterprise Linux and Ubuntu
- Configured Linux Services including NTP, SSH, Syslog-NG, auditd, AIDE, apache, and YUM
- Hardened a myriad of systems and software packages to meet security baselines.
- Site Administrator for McAfee ePO deployment
- Contributed to Change Management process by reporting on software and hardware changes.
- Member of the incident response team
- Secondary administrator for Aruba Wireless Intrusion Detection System.
- Created and maintained security policy documents, including TTPs and SOPs
- Ensured cyber security efforts aligned with the NIST Risk Management Framework
- Conducted vulnerability scans with Nessus and remediated discovered issues
- Created reports for tracking CVE compliance.
- Performed requested\required maintenance on Active Directory Accounts
- Utilized bash, batch, Powershell, and Python to automate tasks.
- Collaborated with teams in person and remotely using MS Teams.

Desktop Support Specialist

Duties, Accomplishments and Related Skills:

- Primary customer support for workstations, laptops, tablets, printers, and peripheral devices.
- Imaged computers, configured printers, installed software, and troubleshot a myriad of issues
- Utilized BMC Remedy ticketing system
- Conducted vulnerability scans for tier II remediation of security issues
- Subject Matter Expert for AutoCAD, Adobe CC, and Crossmatch Livescan
- Created process documents for common tier II task
- Conducted testing of new software packages prior to enterprise deployment
- Degaussed and shredded hard drives and removable media

Help Desk Quality Assurance

Duties, Accomplishments and Related Skills:

- Ensured help desk analysts met outlined quality standards and KPIs.
- Troubleshot a myriad of technical issues over the phone and through email
- Created KPI and first call resolution reports for upper management
- Provided on-call assistance and live ticket monitoring of analyst functions
- Processed Active Directory account requests
- Monitored for trends to identify wide spread issues
- Processed above baseline hardware requests
- Conducted review of tickets returned to tier I

- Conducted interviews in person and over the phone

EDUCATION

Western Kentucky University

Bachelor of Computer Information Technology

Coursework, Accomplishments and Related Skills:

- Maintained a GPA of 3.87 through college career
- Participated in the Western Kentucky University Executive Apprenticeship
- Working knowledge of WordPress, HTML, and CSS for creating websites
- Working knowledge of Windows Server 2012, 2016, and 2019
- Working knowledge of DHCP, DNS, Hyper-V, WDS, Active Directory, and Group Policy.
- Working knowledge of Relational DBMS MySQL, Oracle 11g, and Microsoft Access
- Working knowledge of the Software Development Lifecycle
- Working knowledge of Microsoft Visio
- Working knowledge of Amazon Web Service technologies
- Working knowledge of networking concepts, technologies, and tools
- Working knowledge of Microsoft Office

CERTIFICATIONS, LICENSES, and COURSEWORK

Certifications

- CompTIA Security+ Certified – 07/Jun/2017 – 6LV53MRFLPEE1VWE
- CompTIA Linux+ Certified 11/Feb/19 – M2ZPR34M6PB41ZWL
- AWS Certified Cloud Practitioner – 06/06/2020
- TestOut Certified Server Pro: Install and Configure – 09/Dec/2016
- TestOut Certified Server Pro: Manage and Administer 11/May/2016
- TestOut Network Pro Certified – 07/Dec/2014
- HDI Customer Service Representative Certified – 20/Oct/17

Training Courses

- Cyber Security Fundamentals – 07/Jan/20
- SRGs and STIGs 19/Sep/18
- DISA ACAS Version 5.3 20/Jan/19
- DISA HBSS Admin (201) ePO5.3 Course – 21/Jan/19
- DISA HBSS Advanced (301) ePO5.3 Course – 21/Jan/19
- Certified Ethical Hacker Course – 20/Mar/20
- Introduction to Python Programming - 07/May/20
- Microsoft Specialist Windows 10 - Configuring Windows Devices – 05/May/18
- Microsoft Windows 10: Supporting Windows 10 - 05/May/18
- Microsoft System Center Configuration Manager (SCCM) 2012 – 30/Jun/2020