

Shawn Matthew Maxim

[shawn@shawnmaxim.net](mailto:shawn@shawnmaxim.net)

## Objective

Protect important information assets and maintain crucial infrastructure while solving puzzles and coding solutions. I bring private industry and public sector experience combined with a Bachelor's degree in Computer Science with a Cyber Defense and Operations Certificate.

## Qualification Summary

- **Languages:** C, Java, Python, VB, shell scripting
- **Platforms:** Mac OS X, Linux (Debian, Red Hat, and CentOS), Windows Server
- **Web:** IIS, Apache, PHP, HTML, CSS, Javascript
- **Databases:** MySQL, Oracle, MSSQL, MongoDB
- **Monitoring:** SolarWinds SAM (Server and Application Monitoring)
- BS Computer Science focused on Information Assurance and Cyber Security
- Cyber Defense and Operations Certificate meeting CNSS 4011 and 4012 requirements

## Professional Skills

- Refined ability to communicate with all levels of organizations
- Vulnerability mitigation: research, orchestration, management, and application
- Set up and maintain automation for processes and systems
- Clean and harden compromised Linux servers
- 5+ years system/middleware setup and support in mixed environments with Linux, Mac OS, and Windows
- Setup and monitor system and application performance with SolarWinds
- Extensive involvement in technical issues and problem resolution in complex systems
- Skilled at applying root cause analysis to problem solving
- Project management
- Adept at quickly picking up new languages and platforms
- 5+ years successful management experience with team sizes between 5 and 12
- 4+ years early field failure analysis
- 3+ years experience in private sector consulting

## Skills from Education

- Incident detection and packet analysis
- Incident response and investigation
- Vulnerability assessment and reporting
- Secure software development fundamentals
- Penetration testing fundamentals

## Education & Certification

**BS Computer Science** • CSU Sacramento

Focus: Information Assurance and Cyber Security

**Cyber Defense and Operations Certificate** • CSU Sacramento

**Network+ Certificate** • CompTIA

**SQL Programmer Certificate** (MySQL and PHP) • Folsom Lake College

**AS Programming: Java Focus** *with Honors* • American River College

## Employment Highlights

**Systems Consultant**      **Federal Reserve Bank**      February 2015 to present

I research and orchestrate patching for software vulnerabilities in enterprise systems. Successfully automated the vulnerability patching process, reducing hours spent from ~10 per month to ~2 per month. Manage compliance with FISMA and FRB specific regulations including researching NIST advisories. Configure performance monitoring with SolarWinds to measure server performance, providing metrics to measure new builds against historic builds and identify issues in real time. Middleware support for applications on Red Hat and Windows.

**Previously at Federal Reserve Bank**      May 2014 to August 2014

Performed research on the four major platforms of mobile phones (iOS, Android, BlackBerry, and Windows phone) to find vulnerabilities, attack vectors, mobile device management (MDM) solutions, and security features (both built in and add-on). Additional research performed and summarized on cellular communications (GSM and CDMA) and Bluetooth. Crafted reports and presented results to both the National security team and SF local teams.

**Senior Specialist**      **Apple**      February 2009 to July 2013

Received AppleCare Excellence Award for 2009 and 2010 and the Top Gun award for December 2011. Project management. Train, mentor, and evaluate technical support Advisors. Monitor new versions of iOS and Mac OS for security and usability issues. Early Field Failure Analysis on all new hardware and software combinations. Directly handle iTunes Account Security issues. Create and present workshops on technical and non-technical issues for employees and contractors.

**Tech Support**      **Volt**      October 2008 to February 2009

Contracted to work for Apple to support Mac OS, iOS, and Apple software on Windows. Create and lead workshops on wifi specifications/hardware and known issues with iOS including issue resolutions and workarounds.

**Owner**      **Ethereal Solid**      August 2008 to December 2014

Clean and harden compromised Linux web servers. Design, code, and maintain web sites. Hand coded CSS, HTML, and PHP. Setup and maintain web and cloud servers.

**IT Consultant**      **Service First Network Support**      February 2008 to October 2008

Set up and maintain servers: Linux (Debian and Ubuntu), Windows Server, Exchange Server. Monitor systems for data breaches; assess security measures and change as needed; backup and restore systems as needed. Direct interface with clients to determine what they want/need from their systems. Suggest improvements to systems and implement client selected changes. Analyze the impacts of changes to systems and procedures and adapt as needed. Optimize client companies computer systems.

## Other Activities of Note

Worked on a small team to design and code a HIPAA compliant web-based EMR (Electronic Medical Record) System.

Technical security presentations and independent security research detailed on my blog at [www.etherealsolid.com/blog.html](http://www.etherealsolid.com/blog.html).

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