

## Ben S. Knowles

Associate of Science, Computer Science  
GIAC Security Essentials Certification

Associate of Science, Psychology  
Linux Professional Institute Certified

**Mail:** adric adric net

**Mobile:** 1-404-936-7473

### **Recent Certifications:**

#### **Linux Professional Institute**

Level One Certification ( LPIC-1 ) Dec 2010

#### **SANS Global Information Assurance Council ( GIAC )**

GIAC Security Essentials Certification Silver ( GSEC ) Sept 2010

### **Recent Computer Work:**

**NOC Lead, IT Service Management:** SecureWorks Mar 2010 - present

- Track, report, analyze incidents: outages and investigations
- Work with IT, Operations, Research, and Risk Management leadership
- Building out full service NOC and Service Desk functions

**Systems Administrator, NOC :** SecureWorks Nov 2009 – present

- Administration of hundreds of RHEL, Debian, and BSD servers, physical and virtual
- High security environments across multiple sites in a regulated industry
- Incident Response, Triage, and Escalations
- Manage ticketing and alerting infrastructure
- Made NOC Lead, March 2010

**Independent Contractor :** 2009

- System Integration of Win, Mac, Linux Servers running open source software including Samba, Moodle, ZenCart, MySQL
- Independent Developer of MooCash: ZenCart - Moodle software: <http://moocart.sf.net/>

**System Administrator II :** National Net, Inc: Oct 2006- Feb 2009

- Part of a small SA team at a big Linux web host: Data center with more than 1600 hosts
- Administration of production virtual, dedicated, and co-located customer servers
- Software and Hardware troubleshooting, Live incident response
- Shift lead on weekend nights for more than a year
- Phone, email, and web customer support, second shift and overnight

**Network Administration :** MMI -> Contexo Media : 2004-2006

- Designed, rebuilt, developed, and supported a mixed Linux/Mac office network for two years
- Designed successor national Windows/Linux/Macintosh network for new ownership
- Production Web, Mail, DNS services, VPN, File Shares, Databases, Revision Control, Printing, Remote Access, Ticketing, et alia
- Production routers, switches, and firewalls
- Defense in depth, proactive patching, least privilege
- Office, phone, email, and Jabber user support, usually second shift

## **Hands On Training : H & H Computer Education : 2004-2005**

- Taught Intro to PC Tech part time to diverse groups at local computer shops
- Helped students prepare for the A+, Net+, MCSA, and MCSE certification tests.
- Used Linux boot media and open source tools including *memtest86* and *lspci* to teach troubleshooting

### **Recent Coursework:**

#### **Association for Software Testing (AST)**

Black Box Software Testing (BBST) Bug Advocacy

Apr 2010

#### **Association for Software Testing (AST)**

Black Box Software Testing (BBST) Foundations

Feb 2009

### **Formal Education:**

#### **Associate Of Science, Computer Science**

Georgia Perimeter College, Clarkston, Georgia, USA, May 2002

#### **Associate Of Science, Psychology**

Georgia Perimeter College, Clarkston, Georgia, USA, August 2002

#### **Academic Diploma with Honors**

Chamblee High School, Chamblee, Georgia, USA, June 1995

### **Computer Skills:**

#### **System Administration:**

- Linux, Windows, Macintosh platforms
- Basic scripting in shell, Perl, python, ruby
- MySQL, SQLite, PostgreSQL, MSSQL
- Support administrators, developers, researchers, testers, and users

#### **Security:**

- Broad security domain knowledge including:
  - vulnerability lifecycle
  - defense in depth strategies
  - host, network, and web application security
  - incident response and forensics
- security tools usage: wireshark, nmap, nessus, snort, nagios

