

Ben S. Knowles

Associate of Science, Computer Science
GIAC GSEC, GCIH Certifications

Associate of Science, Psychology
Linux Professional Institute Certified

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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

SANS Global Information Assurance Council (GIAC)

GIAC Certified Incident Handler Silver (GCIH) July 2011

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 Contracting and Volunteer Work : ongoing

- 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/>
- Exam question author, GIAC
- Web application/LMS consulting, BBST , Education SIG, [AST](#)

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



