# Joshua Miller

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## Objective

I bring a unique mixture of technical and non-technical backgrounds to any table I'm at. I believe my experience in both network security and network engineering will help make me a useful contributor. I look forward to bringing a love of information exchange and big picture, top down perspective to this position.

## Professional Experience

**Thermo Fisher Scientific**                                                                 Remote with travel
Sr Service Support Specialist                                                         May 2023 - Present
- Responsible for Ardia deployments on the West Coast and Internationally when needed
- Owns Customer Interaction for Ardia Sales
  - o   Initiates internal and customer kickoffs
  - o   Maintains regular meeting cadence with customers
  - o   In charge of gathering requirements from and communicating them to the customer
- Owns Ardia Track 2 Conversion and Direct to Customer Network deployments
  - o   Travels to customer location for hardware and software installations
  - o   Responsible for documentation of communication and settings used

**The Boeing Company**                                                          Remote based out of Seattle, WA
Security Design Specialist III                                                      April 2018 – May 2023
- Leads 5 member VMware Carbon Black Application Control team
  - o   Works with forensics and abuse teams to identify threats, exceptions, and manage agent controls
  - o   Drafted plan to deploy environment and expand and modify existing policy for new international government mandated security requirements
  - o   Oversaw multiple application control environment migrations and testing
  - o   Manages product and policy across three environments with increasing levels of security
- Owned and retired SkyHigh Shadow IT product
  - o   Coordinated cross team awareness and training for over 20 people
  - o   Provided monthly proxy usage metrics to upper management
  - o   Data used to implement company wide changes regarding the rapid influx of remote workers between 2020 and 2022
- Maintains disaster recovery plans for all owned products
- Collaborated with Trellix Forward & Reverse Proxy teams to perform policy testing

**The Boeing Company**                                                                      Bellevue, WA
Network Design Specialist II                                                       June 2014 – April 2018
- Designed new hardware and software deployments
  - o   Deployed new design on time to coincide with the opening of a new data center
  - o   Solution was easily scalable
  - o   Saved 2.5 million dollars across 3 data centers
- Provided load balancing and network designs for segmented network and AirWatch Next Gen environment
  - o   Created documentation for new environment
- Implemented a weekly agile meeting focused on addressing technical issues for a team of 10
  - o   Meeting was also extended in the case of new hire on-boarding

**The Boeing Company**                                                                      Bellevue, WA
Network Design Specialist I                                                        March 2012 – June 2014
- Worked with customers to create load balanced profiles for websites and applications
  - o   Weekly scrum meetings for customers with long term projects
  - o   Understanding network and traffic requirements for complex systems
  - o   Worked with technical and non-technical requesters
- Diagnosed and fixed network and load balanced issues in a 24/7/365 on-call rotation
- Analyzed, configured, and maintained Load Balancing infrastructure

**Varolii Corporation**                                                                     Seattle, WA
Incident Management Specialist                                                   March 2011 – March 2012

## <u>Other Skills</u>

- Technical & Non-Technical Writing
- Strategic Thinking
- Cloud Management
- Container Management
- Windows and Linux Operating Systems

## <u>Certificates & Education</u>

**Google Project Management Certificate**                                                    In Progress

University of Washington, Tacoma
Bachelor of Science, **Information Technology**                                       March 2011

Pacific Lutheran University
Bachelor of Arts, **Philosophy**                                                          August 2008

## <u>Additional</u>

Founder of international social club that connects 80 members in weekly, bi-weekly, and annual activities both in person and digitally.

Self hosts containerized cloud environment on segmented home network.