

Comcast / AT&T Broadband St. Paul, MN & Englewood, CO (07/2000 – 03/2004)

Internet Security Coordinator / Specialist

Responsible for the integrity/security of the cable modem network and policy enforcement. Monitor network abuse trends, security vulnerabilities and analyze the associated risks. Investigate network abuse/security incidents, documenting investigation and actions taken. Ensure incident resolution via use of customer service and organization skills. Coordinate incident response with multiple parties, such as engineering, legal, customer support and others. Respond to and process legal requests, such a subpoenas and court orders. Perform basic data forensics analysis (using EnCase). Use extensive verbal and written communications.

Projects & Accomplishments: Internet abuse/security website lead – security awareness project. Managed project to generate automated phone messages to customers in response to an abuse/security incident, improving productivity and reducing operational costs. Contributed to the initial draft and subsequent revisions of the Acceptable Use Policy. Coordinated development of many abuse department processes. Direct contact for Internet legal compliance (subpoenas, court orders, etc). National magazine interview: CED Magazine - Nov 2002, wireless network (“WiFi”) security. Served on an employee recognition committee. Team lead for information system attack simulation drill; used to analyze incident response & processes, business impact and disaster recovery.

AT&T Broadband / MediaOne Roseville, MN (09/1999 – 07/2000)

Network Operations Center (NOC) Analyst

Monitored the Minnesota HFC (Hybrid Fiber Coax) two-way cable plant for performance problems and service interruptions. Responsible for all services provided over the network, such as analog/digital TV, cable modem and digital telephone services. Developed processes and used network surveillance tools to analyze the cable plant. Dispatched and directed technicians on repairs of network faults. Coordinated communication of maintenance and outage activities with various departments within and outside the company. Maintained documentation of all activities performed on the network. Analyzed reports for trends of network faults.

MediaOne St. Paul, MN (11/1998 – 09/1999)

Customer Care Professional

Customer service focus. Full service support – billing, sales and technical support. Involved in the beta launch of one-way cable modem services in Minnesota. Effective lead technician.

EDUCATION and CERTIFICATIONS

10 years of professional experience within national ISP environment. 5 years network security.

CISSP (Certified Information Systems Security Professional) # 68470 [expires 06/2010]

Cisco CCNA (640-802) [expires 06/2011] verification: 396284285672ISBJ

Cisco BGP (642-661) (passed 10/20/2008) - towards CCIP

Cisco ID: CSC11095402

Experience with Cisco Series: 800, 1700, 2500, 2600, 2900, 3500, 3600, 3750, 3800, 4000, 5500, 6000/6500, 7600 (Sup2 & Sup720), 7200 (VXR and non), 7500, 10k, 12000 (GSR) and CRS-1 (including multi-chassis).

Training Courses Attended:

- CACCI [Colorado Association of Computer Crime Investigators]	Jan 2002	40 hours
- CFCA Annual Meeting [Communications Fraud Control Association]	Jun 2002	24 hours
- Learning Tree: Implementing Cisco Multilayer Switched Networks	Dec 2003	40 hours
- Intense School course: CISSP Boot Camp	Nov 2004	50 hours
- Various AT&T Broadband / Comcast / vendor training sessions	2004-2008	200+ hours
- Cisco CRS-1 (Carrier Routing System) Essentials / IOS-XR	April 2006	40 hours
- NANOG43 (North American Network Operators Group)	June 2008	24 hours
- Configuring BGP on Cisco Routers v3.2	July 2008	40 hours
- Implementing Cisco Quality of Service (QoS) 2.2	Sept 2008	40 hours

References available upon request.

Last Updated: 03 May 2009

Source: <http://resume.kleinart.net>