

OBJECTIVE

I am a systems administrator with a strong focus on information security. I am seeking to leverage my diverse skillsets and exposure in software and hardware to help organizations improve their security and further broaden my knowledgebase. I am committed to continuous learning and rapid adaptation of emerging technologies. I want to pursue opportunities with organizations that value work-life balance and that will empower and enable me to grow in the infosec industry.

EXPERIENCE

Customer Success Specialist

Bitwarden

10/2022 – 06/2023

Provided comprehensive technical support, coordinated triage for bug reports, contributed to code improvements, and enhanced bug bounty communication protocols.

- Spearheaded implementation of RFC 9116 (<https://www.rfc-editor.org/rfc/rfc9116>) at <https://bitwarden.com> to ensure proper communication with their bug bounty program as shown here (<https://bitwarden.com/security.txt>).
- Providing technical support for users of Bitwarden software ranging from free-use to enterprise usage.
- Coordinated verification and reproductions of bug reports submitted before handing off to QA team.
- Contributed code fix for one of their third-party integrations (see Projects for more details).

System Administrator

Online Labels Group, LLC

12/2013 – 10/2022

Administration in a mixed Windows and Linux environment, performed deployments of IT infrastructure, setup automation to simplify management, assisted in setting cybersecurity policy and implementation, managing three remote and one local facility as well as engineering hardware/software solutions as needed.

- Led coordinated cybersecurity initiatives set by the company's CISO.
- Developed company's initial cybersecurity incident response plan and maintained subsequent revisions.
- Coordinated with SOPHOS MTR team to review and assess security posture on a regular basis.
- Managed SecureWorks Taegis VDR for handling our vulnerability scanning in our internal network as well as web application assessment.
- Assisted in quality assurance testing of internal web application developed by Online Labels and coordinating with project managers and programmers to diagnose/troubleshoot bugs found in production and testing environment.
- Created and maintained knowledge base of known issues and network documentation of internal systems and their configurations.
- Implemented kiosk devices using Python and Selenium to display dashboards with company data for their Customer Service's live phone system stats, production information, and shipping productivity information.
 - Created additional automation using Python, Bash and systemd unit configurations to provide watchdog services that would allow the devices to know how to recover properly from a system hanging or losing connection to our internal network without intervention from IT staff.
 - Created a specialized automation routine with Python and Selenium to bypass CAPTCHA authentication preventing automated logins of HP's dashboard systems that are used at certain areas of production to display press production of HP's Indigo RIP servers and printers.
- Researched and developed a hardware prototype for a click counter device and programmed it using C, Python and Bash.
 - Designed and fabricated a PCB HAT to interface with press's PLC (programming logic controller) that counts material usage to help accurately estimate material waste using a RPi 3B+ reducing vendor lock-in costs.
- Developed and executed deployment plans for IT assets (desktop, servers, firewalls, switches, patch panels, network racks, VPN tunnels) at three satellite facilities, as well company's main facility.
- Managed domain controllers, Active Directory, GPO, Email (Office 365), firewall (WatchGuard), switch management (Juniper), Server VMs (Hyper-V), PBX System (FONality), EDR (Vipre, webroot, and SOPHOS), and file and print servers and automated backups of critical infrastructure of company systems.
- Trained/mentored Junior Systems Administrators/HelpDesk employees on Powershell, alongside hardware troubleshooting and diagnostic techniques.
- Implemented and managed a Help Desk System.
- Developed, implemented and converted 95% of the company staff to a secure Work from Home configuration during the early stages of COVID-19 outbreak.

Help Desk Support Tier 1 & 2

support.com

3/2010 – 12/2013

Provided remote Help Desk support using a proprietary VNC system with integrated documentation system associated with to customers tickets, involving virus removal, software installations, email, printer installation and configuration, and network support. In addition, also served a white label to other tech support services offered through companies like Home Depot, Staples, OfficeMax, Malwarebytes, AOL, and Xfinity.

- Developed automation scripts using AutoIt, AutoHotKey, VBS and batch files to help address new malware infections found in the wild.
- Mentored/trained other support agents and supervisors on scripting in AutoHotKey.

System Administrator

Florida Urology Group

12/2010 – 12/2012

Administration of client's IT infrastructure, including Windows servers, desktops/laptops.

- Window servers (2008 R2, SMB Server), desktop/laptop (Windows 7, XP & Mac OSX) deployments.
- Managed and scheduled maintenance of their backup infrastructure.
- Managed and configured their 3COM NBX phone system.
- Setup and configured company mobile devices for employees.
- Provided on-site and remote troubleshooting support.

E D U C A T I O N

Certifications

ISC2 Certified in Cybersecurity (CC)

Issued: 09/13/2024 **ISC2 Member ID:** 2022436

CompTIA PenTest+

Issued: 08/06/2024 **CompTIA ID No:** COMP10480442

eLearnSecurity Junior Penetration Tester (eJPT)

Issued: 04/24/2022 **Credential ID:** 5912938

CompTIA A+

Issued: 03/30/2001 **CompTIA ID No:** COMP10480442

Training

ISC2 CC Course Completed

Completed: 09/05/2024

TryHackMe

Ranking: 20,262 (Top 2%)

HackTheBox

Ranking (Global): 867

Port Swigger Academy

Ranking: 59,847

School

Winter Park Tech (High School)

2002

C T F S

Name	Team	Placement	Participated
Huntress CTF 2024	Omnibus Security Group	64th	10/01/2024 - 10/31/2024
DefCon 32: Red Team Rumble	asmholes	Round 1: 1 st , Round 2: 3 rd	08/10/2024
MetaCTF April 2024 Flash CTF	Omnibus Security Group	352th	04/26/2024
MetaCTF March 2024 Flash CTF	Omnibus Security Group	315th	03/22/2024
Cyber Apocalypse 2024	Omnibus Security Group	548th	03/09/2024 - 03/14/2024
Cyber Apocalypse 2023	Omnibus Security Group	1809th	03/18/2023 - 03/23/2023

S K I L L S E T

Programming Languages

Python	C/C++	PHP	JavaScript	VBA	AutoIT	AHK	HTML
Powershell	SQL	JSON	CSS	Processing	Bash/Zsh	Batch Scripting	XML

Operating Systems

Windows	Linux	Android	Router OSes
<ul style="list-style-type: none">• Server 2012 – 2016 R2• Hyper-V Server/Core• 3.11 – 10	<ul style="list-style-type: none">• Ubuntu, Mint• Kali• Raspbian• Fedora Desktop• CentOS/Rocky	<ul style="list-style-type: none">• AOSP• CyanogenMod• LineageOS	<ul style="list-style-type: none">• OpenWRT• dd-wrt

Technologies

<ul style="list-style-type: none">• jd-gui• pwntools• Hydra• Nikto• WhatWeb• impacket• PEASS-ng• ZAP• Automation Scripting• Electronics Prototyping• Arduino• Raspberry Pi• FTDI• USB Serial Debugging	<ul style="list-style-type: none">• SOPHOS MTR• Taegis VDR• CyberChef• OpenVPN• ServiceNow Service Desk• Google Workspace• Active Directory• PCB Fabrication• KiCad• Multimeters• Ethernet• Soldering• Schematic Design• WS2812	<ul style="list-style-type: none">• Flask• Selenium• John The Ripper• Hashcat• QEMU• KVM• Docker• xdotool• plymouth• systemd• WatchGuard• pfSense• Hyper-V• Oscilloscopes	<ul style="list-style-type: none">• Nmap• Wireshark• Burp Suite• Metasploit• Nessus• Gobuster• Android Studio• nginx• Apache 2• Bitwarden• Obsidian• Slack	<ul style="list-style-type: none">• SysInternals Suite• GNU Core Utilities• OpenSSH• Microsoft Office Suite• MS Visio• Git• vim• GIMP• espanso• MySQL/MariaDB• PostgreSQL• Asterisk
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P R O J E C T S

Information Security

- **Information Security Knowledge, Training, and Educational Resources (ISKTER)**
 - <https://github.com/djchateau/ISKTER>
 - Ongoing effort to document and maintain an useful repository of resources for those entering into the information security field.
- **Twitch Channel**
 - https://www.twitch.tv/dj_chateau
 - Started originally during the height of COVID in an effort to challenge myself to overcome fears of public speaking and talking in front of a camera, I now regularly stream about information security, doing challenges from sites like HackTheBox and TryHackMe and trying to grow a community that will foster helping others grow and improve within our industry.

Software

- **Bug Fix:** Fix malformed API requests made by integration feature in Bitwarden clients.
 - <https://github.com/bitwarden/clients/pull/5565>
- **Documentation Fix:** Corrected typo in OWASP Top 10 Insider Threats - 2023.
 - <https://github.com/OWASP/www-project-top-10-insider-threats/pull/6>
- **Site Updates:** Updated BSides Orlando sponsorship page and corrected layout/sizing issues on page.
 - <https://github.com/bsidesorlando/site/pull/42>
 - <https://github.com/bsidesorlando/site/pull/43>
 - <https://github.com/bsidesorlando/site/pull/50>

Hardware

- Actively designing a new interface for press PLC systems that would extract relevant usage data of press using an ESP32(WT32-S1) instead of a Raspberry Pi.
- RFID locking mechanism for door using an Arduino Uno and OmniKey HID sensor so I can enter my home with my RFID implant.
- Holiday "Memories" wreath lighting using WS2812 strips and an Arduino Micro.

V O L U N T E E R E F F O R T S

Volunteer

BSides Orlando

10/18/2024 – 10/19/2024

Assisted with updating BSides Orlando website, handling registration/check-in during workshop events as well as setup and breakdown of main event.

Volunteer

HackSpaceCon (Hardware Hacking Village)

04/10/2024 – 04/13/2024

Held at the Kennedy Space Center, I assisted with setting up the Hardware Hacking Village, along with helping con attendees solder components to their con badges and answer any questions or troubleshoot any issues they had.

Member

DC407

04/2022 – Present

Member of the local DefCon chapter, DC407. Regular contributor to DC407 and DC321 events and run the OverTheWire war game events held on the DC407 Discord server.

Member

FamiLab

04/2014 – Present

Member of the Central Florida Makerspace, FamiLab. Along with helping wire the building for Ethernet, I led "Intro to Linux" (based on official LPIC learning material) classes, and soldering classes, both at the makerspace and during multiple Maker Faire events in Orlando. In addition, I manage their Twitch channel.

Board Secretary

FamiLab

03/2017 – 10/2017

Elected by the members, I was assigned position of Board Secretary. I handled taking minutes, social media accounts and acting as a point of contact for outside vendors, as well as coordinating with other board members to keep documentation on by-laws up to date.