Guy Palmer

Tampa, FL | 512.745.9282 | GuyCPalmer@yahoo.com | [LinkedIn](#) | [Personal Website](#)

Highly motivated IT professional with a strong foundation in technical support and customer service. Proven ability to troubleshoot hardware and software issues, provide effective solutions, and ensure user satisfaction. Skilled in deploying and managing IT infrastructure, with a commitment to continuous learning and growth in the IT field. Adept at communicating technical concepts to non-technical users, ensuring seamless and efficient IT operations.

Skills

Amazon Web Services (AWS), Asymmetric/Symmetric encryption, hash functions, deploying and configuring VPCs, web server configuration & administration, web application vulnerability assessment, SIEM (Security Information and Event Management), incident response, Windows Event Log analysis, network monitoring and intrusion detection, MITRE ATT&CK framework, Linux systems administration, Windows firewall administration, network traffic analysis, NIST CSF and CIS Top 18

Professional Experience

Evolve Security Academy – Will County Health Department
Cybersecurity Analyst | October 2023 - Present

- Led the deployment of VPC infrastructure on AWS, including the setup of private and public servers, demonstrating strong skills in network and system administration. This enabled a robust, scalable, and secure network environment, supporting the organization's operational needs and facilitating secure, efficient data flow.
- Installed and configured LAMP stack on AWS servers, showcasing expertise in web server management and application hosting. This action improved web application performance and reliability, ensuring high availability and seamless user experiences across our digital platforms.
- Conducted comprehensive network traffic analysis using Wireshark and Zeek, identifying security threats and optimizing system and network performance. This effort significantly reduced the risk of security breaches and enhanced overall network efficiency, contributing to the organization's cybersecurity posture.
- Applied advanced log analysis with Windows Event Log and ELK Stack, enhancing system monitoring and incident response capabilities. This initiative led to quicker detection and resolution of system issues, minimized downtime, and ensured continuous operational efficiency, bolstering the organization's resilience against IT disruptions.

Evolve Security Academy
Cybersecurity Apprentice | October 2023 – Present

- Deployed VPC Infrastructure on AWS to create private and public facing servers, and configured subnets.
- Installed and configured LAMP (Linux, Apache, MySQL, PHP) stack on a public-facing AWS server.
- Utilized Wireshark to analyze network traffic and identify compromised data and potential security threats.
- Applied Windows Event Log to monitor and analyze system logs for security incidents.
- Conducted suspicious network activity analysis using Zeek. Utilized Elk Stack to perform query and search events to create data visualizations in the dashboard using Kibana to interact with Elasticsearch data.
- Used Splunk fundamentals to identify IoCs and create user-friendly dashboards with provided data.
- Conducted security assessments, reviewed compliance with NIST SP 800, CIS Top 18 and ISO 27001:2 frameworks.
- Performed Web Application security assessments using BurpSuite, Nikto, Dirbuster and python scripts.
- Deployed offensive tools such as Kali Linux, Metasploit, Hydra, John the Ripper, and Hashcat.
- Proficient in TCP/IP protocols, demonstrating strong knowledge of the Internet Protocol suite, including addressing, routing, and troubleshooting, to ensure seamless communication and data transfer within diverse network environments

Relevant Projects

Mastercard (The Forage) Cybersecurity Phishing Campaign
- Engineered an impactful phishing email simulation to raise organizational awareness, emphasizing the prevalent threat of phishing attacks.
- Developed and delivered comprehensive phishing prevention training, enhancing internal teams' ability to identify and mitigate phishing attempts.
- Assessed the effectiveness of the Security Awareness Team's training program through the analysis of an internally conducted fake phishing campaign.
- Implemented targeted strategies to strengthen internal teams' resilience against phishing risks faced by Mastercard.

- Created concise, informative presentations and communication materials, including a presentation, to effectively educate and equip internal teams in responding to phishing attacks.

PFL | Tampa, FL
Account Executive | February 2023 - October 2023

- Communicated a strong technical understanding of PFL's offerings, collaborating effectively with customer success team, marketing, and senior management to address customer needs.
- Stayed consistently updated on market trends, competition, and industry developments, enhancing strategic decision-making in customer engagement.
- Conducted impactful sales and product presentations demonstrating effective communication skills that contributed directly to PFL's market presence and increased client engagement.

Nfinite | Tampa, FL
Account Executive | September 2022 - December 2022

- Conducted face-to-face meetings with key prospects and customers, fostering strong relationships that ultimately led to collaborative partnerships and elevated brand advocacy.
- Leveraged in-depth understanding of customer goals and industry trends to assist customers in making informed decisions based on product roadmaps.
- Actively attended industry events, skillfully networking to enhance Nfinite's brand visibility and achieve a remarkable boost in client acquisition, expanding our market presence and influence.

ON24 | Austin, TX
Account Executive | September 2021 - September 2022

- Employed the challenger sales model to establish connections with key decision-makers, contributing to a 30% conversion rate and securing high-value contracts with industry-leading clients.
- Collaborated closely with technical teams, maintaining up-to-date product knowledge and ensuring accurate presentation, contributing to a high level of customer satisfaction.
- Utilized customer relationship management software, including Salesforce to effectively handle leads and streamline sales activities, ensuring accuracy and efficiency in the sales process.

Bazaarvoice | Austin, TX
Account Executive | July 2018 - September 2021

- Developed and sustained a pipeline while maximizing annual profits with an impressive achievement of 105% to quota (FY2021)..
- Submitted accurate and detailed weekly sales forecasts, providing sales management with reliable insights for proactive decision-making and resource allocation.
- Planned and executed strategic sales initiatives, achieving a remarkable 102% attainment and successfully expanding our reach into new and underserved accounts (FY2019).

Education/Certifications

Security+ Certification | CompTIA | May 2024
Certificate in Cyber Security | Evolve Security Academy | 2024
(ESCP) Evolve Security Certified Professional Certification | Evolve Security Academy | 2024
Cybersecurity Certification | Google | December 2023
Bachelor of Arts | University of Texas