

John Stewart

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Skills Summary

I am the wizard behind the curtain. With an ability to quickly understand a complex issue and manage a multidisciplinary team, I can expertly manage a crisis. With over twenty years of experience in all areas of information technology, I am able to prevent a crisis from happening at all. I have a GSEC certification and have focused on security, but have a very broad background and am an IT generalist at heart. My experience in understanding the larger picture and my ability to effectively communicate with people at all levels of technical expertise make me an indispensable asset in a complex environment.

Core Technical Competencies

Security / GIAC Security Essentials (GSEC) Certified, Cisco ASA and IDS/IPS, Raptor, Symantec, Juniper firewalls, VPN: Cisco AnyConnect Cisco site-to-site, OpenVPN, Cisco Access Control Server, Rapid7 Nexpose and Metasploit, PKI, SSL, Windows Certificate Authority, Kaspersky Security Center, Splunk, SAML, ADFS, KnowBe4, VPC

OS / Windows: NT4, 2000, 2003, 2008, 2012, 2016, Linux: RedHat, CentOS, Ubuntu, FreeBSD, Solaris 2.5.1–10, VMware ESXi, Cisco: CatOS, IOS, ASA, Mac OS X, iOS

Network / Cisco, EIGRP, LAN, WAN, free space optical, LAN wireless, switching, routing (static/dynamic/policy based), VPN, MPLS, GRE, QoS, Nexus, Splunk, WhatsUp Gold, SNMP, WMI

Cloud / AWS, EC2, Route53, S3, Glacier, VPC, Azure, O365, Rackspace

Microsoft / Windows (NT4, 2000, 2003, 2008, 2012, 2016, XP, 7, 10), Active Directory, Group Policy, DNS, SMS/SCCM, Lync/Skype for Business, Sharepoint, Office 365

Collaboration / WebEx, Zoom, GoToMeeting, LifeSize, MOVEit DMZ/Transfer

Compliance / WISP, PCI, GDPR

DNS / ISC BIND, Windows Active Directory, split horizon, MarkMonitor, Route 53

Helpdesk / Service Now, ITIL, Change Management

Languages / Perl, bash/sh/csh/ksh scripting, PowerShell, expect, PHP, Objective-C

Mail / Exchange, Sendmail, Postfix, IMail, SpamAssassin, Postini, Google Apps/G Suite, Office 365, SPF, DKIM, DMARC

Mobile / iOS Development, Objective-C, Xcode

Phone / Cisco CallManager, Cisco Unity, unified messaging, ThinkingPhones/Fuze

Storage / NetApp, Equallogic, Nimble, Sun, Samba, DLT, LTO, iSCSI, FC, S3, Glacier

Virtualization / VMware VCP, ESX, ESXi, vCenter, Veeam, vRA, Xen, EC2

Web / Apache, IIS, Tomcat, PHP, Perl, MySQL, Wordpress, Service Now, AWS, Hugo

Wireless / Cisco LWAPP Controllers and WAPs, WPA2, 802.1x

Employment

Director of Infrastructure and Security

Ipswitch - Madison, WI / December 2014 – October 2017

- Led a multi-site cross-functional team supporting IT Infrastructure, including helpdesk operations, network, security, Active Directory, and central applications.
- Monitored security news. Processed alerts from vendors, CERT, SANS, MITRE, and other security organizations. Determined risk to Ipswitch systems and remediated high risk threats.
- Led incident response for breaches and outages; performed root cause analysis.
- Communicated with staff on a regular basis about best practices around security.
- Managed domain names, registrars, SSL certificates, and nameservers.
- Responded to vendor security assessments about IT processes and security posture.
- Built extranet connections to partners via S2S VPN; limited and managed allowed access.
- Built a vulnerability scanning and remediation program based on Rapid7's Nexpose scanning suite, with weekly scans and ongoing remediations. Reported monthly to security council and management. Proposed and implemented changes to improve security posture.
- Deployed company-wide security training with ongoing testing to determine user susceptibility, resulting in 75% reduction in responses to phishing over 3 months.
- Architected and implemented internal network segmentation and firewalling, restricting unmanaged internal test machines away from production systems.
- Designed and built an offline root certification authority infrastructure, with automatic deployment of user identity certificates via group policy.
- Designed, built, and deployed a certificate-based two-factor authentication (2FA) system utilizing existing Cisco ASA firewalls and Windows AD/group policy infrastructure.
- Built a centralized syslog server, gathering critical logs from all network devices.
- Incorporated AWS based download infrastructure into IT patching and remediation regime.
- Configured all scanners to use secure SMTP when delivering via email.

IT Manager

Ipswitch - Madison, WI / January 2012 - December 2014

- Senior technologist, analyzing business requirements and evaluating technologies.
- Mentored, educated, and developed junior staff.
- Deployed Veeam backups across all production VMware clusters.
- Implemented replication for critical virtualized servers at primary colocation facility, replicating daily images back to VMware infrastructure in Lexington headquarters.

Senior Network Administrator

Ipswitch - Madison, WI / March 2010 - January 2012

- Supported all local IT needs for Madison Ipswitch office.
- Acted as technical lead for network, security, and VMware for all Ipswitch sites.
- In 2010, integrated acquired company's existing infrastructure into Ipswitch.

- Led technical team to move headquarters to new site with minimal downtime for servers and systems upon which all users globally depend.

Network Engineer

Eragen Biosciences - Madison, WI / October 2009 - March 2010

- Managed all IT infrastructure for privately held biotech firm.
- Ensured proper access control to meet applicable FDA standards.
- Managed and assisted helpdesk staff in providing end user support.

Senior Technical Specialist

Emerson Network Power - Madison, WI / May 1995 - September 2009

- Developed, implemented, and maintained infrastructure for growing telecommunications engineering and manufacturing firm, including network, servers, security, and AD.
- Implemented site-to-site T1 with VPN failover between US and UK sites, upgraded UK router/switch infrastructure and integrated with EIGRP.
- Initiated plans to integrate our legacy UNIX engineering systems with our growing Windows network; project and user files became equally accessible from either platform.
- Implemented free space optical gigabit network link between buildings with Cisco 802.11 backup radio link, providing maximum performance to users at minimal cost.
- After company acquisition, led project to integrate legacy Active Directory domain and Exchange infrastructure into larger corporate forest.
- Implemented Microsoft Exchange 5.5 in 1999. Migrated to Exchange 2003 and integrated into parent company Exchange org in 2006.
- Designed and implemented secure wireless infrastructure in three sites and two countries based on Cisco LWAPP technology, integrating into Active Directory using Cisco ACS.
- Initiated project to build VMware infrastructure for consolidating engineering servers.

System Administrator/Programmer

Computer Systems Lab, University of Wisconsin–Madison, Madison, WI / Nov 1993 - Aug 1995

Education & Training

B.S. in Computer Science, University of Wisconsin–Madison, May 1995

GIAC Security Essentials, June 2017

Nexpose Certified Administrator, July 2016

WhatsUp Gold, October 2012

VMware Certified Professional, August 2007

Microsoft Windows Server 2003 Active Directory Infrastructure, July 2006

Cisco Networkers 2005, 2006

System and Network Security Conferences (SANS) 1997, 1998