

Josiah Ledbetter

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Skills and Abilities

- Extensive knowledge of Windows Server 2003-2012R2 and IIS 6-8.5
- Intermediate knowledge of Powershell and Python
- Intermediate knowledge of AD and Group Policy
- Intermediate knowledge of Rapid7 Nexpose Vulnerability Scanner
- Intermediate knowledge of Splunk
- Working knowledge of *nix OSes
- Working knowledge of Ansible
- Working knowledge of Docker
- Learn quickly and efficiently
- Can explain what I'm doing on the computer with technical and non-technical people alike and enjoy doing it

Technical Experience

Information Security Engineer at Volusion, April 2017 - Current

- Responsible for a variety of security domains including re-implementing and running the scanning and remediation program, SEIM implementation and administration, compliance with PCI and internal security policy, and automation tooling through Powershell, Python, and Ansible. Work with IT groups to deliver on time patches and meet PCI standards. Responsible for immediate incident response during business hours.
- Created documentation for the scanning and remediation program. Built out scanning infrastructure to support business needs and provide scans in environments that had not been scanned. Deployed Splunk and achieved 95% coverage of devices. Created automation for mass running of Tripwire FIM scans through Ansible. Helped spearhead the PCI audit and tracked and POCed remediations with the IT team. Worked with IT groups to plan and execute on patching environments that had previously never adhered to strict patching schedules.

Systems Engineer at Volusion, December 2015 - April 2017

- Responsible for supporting production and corporate environments, as well as developing automation and project planning for large scale initiatives. Worked with development teams to provide infrastructure and support for development projects while meeting internal IT goals. Responsible for escalation and on call work from Server Operations at Volusion to provide quick resolution for complex issues.
- Planned and executed upgrades to out of support applications. Created SQL cluster build automation in Powershell to decrease department turn-around time

during cluster builds. Planned and executed large scale AV upgrades in corporate, production, and payments environments.

Sr. Server Operations at Volusion, June 2012 – December 2015

- Responsible for the overall health of the production environment, currently 700+ servers. Worked with Active Directory, IIS/Server 2003/2012R2, and VMware as primary responsibilities. Also worked with MSSQL to resolve application specific problems. Monitored customer and internal uptime and performance using Nagios, Pingdom, and Smokeping. Worked with developer, database admins, and systems/networking teams on a daily basis to resolve issues after troubleshooting.
- Migrated 40,000+ IIS sites from Windows Server 2003 to 2012 R2. Built out environment from 350 servers to 700+ over several years. Inherited no documentation upon hiring, wrote documentation from scratch. Added new responsibilities to the role by working with other teams within IT, including load balancer configuration (A10/F5 technologies), server build and inventory procedures, and data restoration using PHD Virtual Backup.

Support Concierge at Volusion, October 2011 – June 2012

- Resolved diverse client issues via phone, chat, or ticket. Addressed basic “how to” questions, wrote custom html/css/javascript, resolved connectivity issues, and wrote custom configurations. Used Smarterstats to isolate and troubleshoot bandwidth overages. Worked on the Volusion Quickbooks API team to resolve customer issues with the API.
- Contributed heavily to the initial documentation written for the department, much of which continues to be used department-wide.

Freelance tech support, summer 2008 – 2011

- Configured home and office computer and network systems for teachers and friends of friends; resolved every-day problems including password resets, malware removal, and connectivity issues.
- Learned on and off the job to answer many of the requests that came my way, including hardware troubleshooting and backup system configuration for Windows desktops.

Other

- Staff Strategy Writer for teamliquid.net for four years
Remained up to date on current strategies to write articles and match reviews.
- Intermediate trapeze skills
- CompTIA Sec+