

Marques J. Davis

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CAREER OBJECTIVE

A focused Cybersecurity Engineer with extensive knowledge of threat detection, prevention, and analysis. Leverages expertise in security software and products to build a solid IT security infrastructure. Detail-oriented leader and proactive communicator dedicated to safeguarding against threats.

EXPERIENCE

CUSTOMER SUPPORT ENGINEER — Cogent Communications

Washington, DC, May 2022 - Present

- Answer incoming phone calls from Cogent's customers on their Layer 1, 2, and 3 services.
- Manage a queue of customer created tickets, ensuring that customers are updated with their status and progress is being made towards resolving their issue.
- Completes trouble tickets weekly for network, maintenance, and security issues.
- Work with and coordinate effectively with all members of the Customer Support team, other Cogent teams, as well as vendors in order to ensure swift resolution of customer issues.
- Perform other duties or special projects as assigned.
- Strong technical knowledge in the area of networking (TCP/IP), IP protocols (BGP, IGP, OSPF, IS-IS, MPLS), IP addressing, DNS's and IP-VPN's.

IT INCIDENT MANAGEMENT BUSINESS ANALYST — Matrix/ Fairview Healthcare

St. Paul, MN, July 2021 - May 2022

- Training curriculum and process documentation-Review and validate the training curriculum the strategic partner uses to provide new-hire training, intermediate and advanced level-1 training on all platforms and intake channels.
- Also provide input and direction related to the effectiveness of the vendor training plan.
- Validate all training documentation, process and workflows and related materials.
- IT Escalations- Point of contact for escalations from user, Strategic Partner or IT leadership.
- Demonstrate expert level knowledge in all operational processes and data relating to the assigned business or project.
- Utilize best practices from ITIL or service operations.
- Maintain strong relationships with business, IT and strategic vendor partners.
- Creating and escalating tickets with Service Now to Tier II and III.

INCIDENT MANAGER — Dell Systems/Perot Systems Government

Washington, September 2009 - July 2021

- Supporting the Office of the Secretary of Transportation and the Office of the CIO.

- Possess Department of Transportation Public Trust Clearance.
- Overseeing the incident management process and team members involved in resolving the incident.
- Responding to a reported service incident, identifying the cause, and initiating the incident management process.
- Prioritizing incidents according to their urgency and influence on the business.
- Producing documents that outline incident protocols such as how to handle cybersecurity threats or how to correct server failures.
- Collaborating with the incident management team to ensure that all protocols are diligently followed.
- Logging all incidents and their resolution to see if there are recurring malfunctions.
- Adjusting the incident management process as required to ensure its effectiveness.
- Communicating with upper management if major issues are found in the IT system.

EDUCATION

ASSOCIATES OF SCIENCE IN CYBERSECURITY CANDIDATE

Southern New Hampshire University

Manchester, Expected graduation Nov 2023

Awards & Honors

- Cum laude GPA 3.7

SKILLS

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| • Data Encryption | • Cybersecurity Frameworks |
| • Linux Experience | • Penetration Testing |
| • Ethical Hacking with Metasploit, Wireshark, Nmap, Acunetix, Nikto, Kisnet | • Scripting |
| • Database | • Risk Mitigation Strategies |
| • AWS Kinesis | • Network Security |
| • Firewall Configuration | • Security Needs Assessment |
| • Software Licenses and Patches | • Cloud-Based Backup Distribution |
| • Backup Recovery | • Code Audit |
| • Scripting Languages: PHP, Python, JavaScript | • Data Verification |
| • Database Support | • Server Monitoring |
| • Kernel Patches | • VMware Experience |
| • UNIX Shell Scripting | • Security Vulnerability and Penetration Testing |
| • Internet of Things (IoT) | |

CERTIFICATIONS

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| • CompTIA CASP+ | • CompTIA PenTest+ |
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