Daniel Gilbert   (redacted email) | (redacted phone) | Irvine, CA
IT Specialist   https://www.linkedin.com/in/danielstephengilbert/
                     https://danielstephengilbert.com/links

Experience

Software Engineer, CSP Networks, 10/01/2021 - 08/28/2024, Irvine, CA

Software Engineering, System Administration, and Cybersecurity
- Developed software that gave the business unprecedented efficient visibility into their IT systems.
- Configured Ubuntu Linux Server, Apache server, MariaDB, PHP, CodeIgniter, and PowerShell.
- Secured Apache configuration and wrote automated scripts to secure permissions and backup files.
- Managed local user accounts and configured least-privilege access to files, scripts, and data.
- Performed an internal penetration test of the development server to check EDR and security.
- Secured web application and code using input validation, prepared queries, and access control.

Special Projects
- Advised C-suite on cybersecurity issues such as secure API access and software vulnerabilities.
- Developed custom configurations, code, and scripts to pull specific data for C-suite on-demand.
- Configured firewall VPN MFA, ConnectWise-O365 calendar sync, and BrightGauge dashboards.
- Developed a custom PowerShell script to roll out VPN client updates to patch a security issue.
- Performed research & development into new business ideas proposed by C-suite to give insights.

Information Technology Help Desk, CSP Networks, 10/07/2019 - 09/30/2021, Irvine, CA

Technical Support
- Performed software, hardware, and network troubleshooting for both IT and cybersecurity issues.
- Troubleshooted issues involving workstations, printers, phones, routers, switches, servers, firewalls.
- Maintained a 95% SLA success on average, which set the bar and improved customer satisfaction.
- N-Able N-Central RMM, LogMeIn, IT Glue, ConnectWise ticketing system, Fonality, Microsoft 365.
- Windows 7/10/11, RDP, Sysinternals tools, Windows event logs, Command Prompt, PowerShell.
- Sophos EDR, VirusTotal (malware analysis / threat intelligence), SMTP headers (phishing, SPF).

Documentation
- Provided thorough documentation of issues, appropriately designated as either public or private.
- Provided the customer with clear written explanations of their IT issues as they were resolved.
- Developed both user friendly and highly technical documents for both the team and the customers.

Projects

Hacked Over 100 Systems on Hack The Box
- Performed scanning, enumeration, exploitation, pivoting, and privilege escalation.
- Learned penetration testing techniques for Linux, Windows, Web, and Active Directory.
- Techniques included port scanning, web fuzzing, exploit code, reverse shells, and tunneling.
- Used Nmap, Ffuf, Burp Suite, Python, Metasploit, Bash, PowerShell, PEASS, and native tools.
- Was persistent and meticulous, sometimes spending hours to multiple days hacking one system.

You can verify my progress here: https://app.hackthebox.com/profile/1134254 (must use computer)

Education

AS, Math & Science, 3.63 GPA, Riverside City College, Student of Distinction Award in Mathemetics
CompTIA Security+ (07/04/2021 - 07/04/2024)