

John Adams

Security-focused professional with over 10 years of experience in Identity Access Management, incident response, and production support

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Relevant Experience

Information Technology Analyst Ernst & Young, Seattle, WA Jul 2023 – Apr 2025

- Managed credential lifecycle for the federal government, ensuring compliance and developing standard operating procedures
- Conducted internal credential audits and managed cases for critical infrastructure and hardware asset management
- Spearheaded problem resolution for a major system migration (MyID), administering access controls and Active Directory

Support Engineer II SkuVault, Remote Jun 2021 – Dec 2022

- Maintained client API integrations for an Inventory Management System
- Reduced inbound client request volume by 20% by building self-service HTML/CSS templates
- Analyzed client data within Azure pipelines, communicating findings to development and implementation teams

Help Desk Analyst II Citi, Jacksonville, FL Apr 2017 – Apr 2021

- Provided production support for financial infrastructure, resolving bugs and managing enhancement requests
- Analyzed large transaction data sets and server configurations for the global data repository
- Collaborated with development teams to eliminate 80% of production issues after product launch

Tier II Support Apple, Jacksonville, FL Apr 2015 – Apr 2017

- Provided escalation support and mentorship to Tier 1 technical teams
- Maintained a 90% technical resolution rate on tickets, ensuring high-quality support
- Supported major Apple product launch events for new software and hardware

Skills

Programming Languages

Python, Java, Bash/Shell Scripting, SQL, C/C++, Go

Software & Tools

Linux (Ubuntu, Fedora, Kali), Nmap/Wireshark, Metasploit/Burp Suite, Docker, Active Directory, TCP/IP Networking

Security & ML

Penetration Testing, Vulnerability Assessment, IAM, LLM Fine-tuning & Inference, ROCm/CUDA, Reverse Engineering

Education

AAS in Computer Science

Bellevue College

High School Diploma

Yulee High School

Certifications

CompTIA Network+
CompTIA Security+
ISC2 Certified in Cybersecurity

Selected Projects

CTF Challenges & OSCP

Working through Hack The Box and CTF platforms to sharpen penetration testing skills. Building toward the OSCP certification

Homelab Security Network

Multi-device network with SIEM logging, Pi-hole DNS filtering, segmented VLANs, and a Kali Linux node for security testing

AI/ML Workstation

Linux workstation with AMD GPU and ROCm for local AI inference. Hosts quantized models via Ollama for security research