

LOGAN MCKINLEY

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Intro

Dedicated IT and Cybersecurity professional with a drive to utilize acquired knowledge and talents to drive technological innovation and safeguard digital assets. Possessing a Bachelor's degree in IT, complemented by over 3.5 years of hands-on experience. Currently advancing expertise by pursuing Network+, and Security+ certifications to stay abreast of the latest industry standards and best practices.

Skills

- Active Directory
- Linux
- OpenAI API
- Network management
- Azure AD/ Entra ID
- Okta
- DHCP
- Javascript
- HTML
- Powershell scripting
- SCCM
- Rapid7
- Firewall analysis
- TCP/IP

Related Experience

doTERRA International LLC | Pleasant Grove, UT

Technical Support Engineer II

06/2023 - Current

- Appointed as the primary network liaison within the help desk team, entrusted with addressing, triaging, and resolving network-related inquiries and security issues. Effectively escalate complex issues to the networking team while maintaining seamless communication channels to ensure swift resolution.
- Configured and administered firewall policies for Palo Alto firewalls in both corporate and data center environments.
- Organized, set up, and managed Azure AD/Entra ID, and Intune for a doTERRA entity.
- Ran and analyzed scans within Rapid7, Tenable, and Sentinel One to patch known vulnerabilities company-wide.
- I created and deployed software packages across the enterprise via automated deployment tools (SCCM and VMware Workspace One).
- Addressed network connectivity problems such as router configurations, IP addressing, and DHCP server setup.
- Managed network services such as DNS, DHCP, NFS, and FTP servers.
- The primary point of contact for escalated technical issues from Tier I support teams.
- Restructuring of our Active Directory system to organize User and Computers in their respective departments and locations.
- Ensured accuracy and currency of all documentation within our knowledge base through regular updates and verification processes.

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Help Desk Technician

02/2021 - 06/2023

- Created new accounts, reset passwords, and configured access to servers and file management software for users.
- Collaborated with cross-functional teams to escalate complex technical issues and coordinate problem resolution, ensuring seamless communication and timely resolution of issues.

- Installed operating system updates as required by company policy.
- Devised incisive workarounds and resolutions for IT-related problems.
- Provided customer and end-user help desk support in a company of over 2,000 employees in a Windows and Mac environment.
- Frequently resolved 30+ tickets/issues a day through our ticket management system (Workfront & HaloITSM).
- Expanded our knowledge base across diverse subjects encompassing application packages, policies, and recent software bugs and resolutions.

Education & Training

Tryhackme.com

8 Hour average per week / Top 10% of users - Jr Pen Tester and Intro to Cyber Security (Skills learned: Burp suite, Nmap, Nessus, Splunk, Metasploit, and XSS)

Utah Valley University | Orem, UT

Bachelor of Science - IT Network Administration and Security (Aug 2019- April 2024)

Utah Valley University | Orem, UT

Associate in Science - Information Systems & Technology (Aug 2019- April 2024)

Mountain View High School | Orem, UT

High School Diploma (2017)

Hobbies

- Established a virtual environment tailored for local penetration testing, employing industry-standard tools and techniques to simulate real-world security scenarios. Implemented security protocols to ensure accurate assessment of system vulnerabilities.
- Developed an iOS application leveraging ChatGPT to dynamically generate stories based on user input. Integrated user authentication to ensure personalized experiences and utilized Firebase for cloud-based database management.
- Served a two-year mission with The Church of Jesus Christ of Latter-day Saints, which led to the acquisition of skills in the areas of Cultural Sensitivity and Awareness, Adaptability, Problem-Solving, Communication, Leadership and Teamwork, Emotional Resilience, Project Management, Networking and Collaboration, Technical Skills, Empathy, Compassion, and more, which are highly transferable to professional and personal life.
- I enjoy picking up new hobbies to get me outdoors such as running, fly fishing, and RC plane piloting
- Continuously engage in study and learning activities to maintain and enhance fluency in the Portuguese language, ensuring ongoing proficiency.

References upon request