

Devin LaMarca

Security Research Analyst, IT Professional, Tech Writer, Trainer

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Result focused, passionate IT professional with 15+ years experience, 5+ years of Web Hosting, Information Security, and Web Security Research. Excited about all things security and technology with a proven track record of process optimization and customer experience focus in high stress, fast paced settings. Experienced in a wide array of technical and non-technical areas including graphic design, marketing & publishing, call center operations, and customer service.

Experience

11/2016 - present

Web Security Research Analyst

As a Web Security Analyst III: Performed manual security reviews and malware removal on infected client sites, including custom applications and popular web applications. Developed utilities and training documentation to improve team precision and maintain service goals. Performed white glove services for escalated technical and customer support issues. Developed self-driven on-boarding training curriculum for new analysts that reduced training time and reduced necessary man-hours for training. Promoted from Web Security Analyst III to Web Security Research Analyst.

As a Web Security Research Analyst: Analyze and categorize malware samples, write custom signatures to detect and remediate positive findings as well as future mutations using Regex and ClamAV, across a network of several million customer sites. Provide insight and support to other analysts and agents on the topic of web security or malware. Develop internal tools to identify and clean new malware, and assist in other research duties.

07/2013 - 11/2016

Hosting Support Community Educator

Operated under Agile Scrum Project Management Framework in a fast paced, technical and customer support environment. Facilitated learning for new hires in a classroom environment. Mentored new hire and existing technical customer support agents. Authored and updated technical articles and documents in a hosting knowledge-base used in day to day customer support agent activity. Collaborated on launch of Advanced Hosting Support chat support pilot program. Performed and facilitated advanced maintenance and backup/restore services on Linux and Windows server environments. Provided services for Shared Hosting, Virtual Private Server, and Dedicated Server customers.

09/2011 - 07/2013

Line Cook - While attending culinary school

09/2008 - 09/2011

Advanced Inbound Support Specialist

Promoted to specialty 2nd tier support team within a year. Received inbound calls from customers and bank associates to assist with online-bill-pay payment processing issues and questions. Ongoing training in soft skills and de-escalation techniques. Mentored new agents onto the team.

09/2006 - 11/2007

Corrections Office II

Maintained order and internal security within SMU II detention facility at Eyman prison complex. Daily prisoner transport internally and externally. Ensure proper meal distribution to inmates. Supervised inmate activities, searched cells for contraband, oversaw visits with family. Inspected inmate's incoming/outgoing mail and parcels, checking for contraband; confiscated, controlled, and reported any found contraband. Maintained property accountability and records, released property to authorized units and individuals. Monitored and authorize the entrance and departure of employees and visitors from the complex, and maintained accurate security records.

08/2003 - 11/2008

IT Desktop Support Manager / Web Admin

Promoted to lead IT specialist / Web Administrator within a year. Implemented a mass email campaign system for wide scale client contact. Developed procedures and tools to reduce labor costs. Managed workstation maintenance and desktop support, built new workstations, maintained network management, and data management systems. Maintained company website and web advertisers.

Various work from 1999 to 2003 - able to provide upon inquiry

Education

Currently hold an Associates degree.

Ongoing enrollment and attending classes for degree in development with a focus on Linux systems.

Volunteering

01/2004 - present

Karate / Martial Arts instructor

Volunteering teaching advanced and beginner Karate to children and adults

Skills

Highly Skilled Troubleshooter, Excellent Communication Skills, Skilled Research Analyst.

Languages listed in order of experience - PHP, MySQL, BASH, Python, Machine Learning/Tensor flow, Perl, JavaScript, HTML, HTML5, CSS, C#.

Regular Expressions (RegEx) - Daily Use - malware signature writing.

Hardware - Desktop PC and Laptop, build, repair, & upgrade, CAT5 & CAT6 termination with RJ-45 connector, Switch, Router installation, setup, & Networking.

Microsoft Windows OS - NT, 98, 2000, ME, XP, XP Pro, 7, 8, 10.

Linux OS - Ubuntu & Ubuntu Server, Debian, RHEL, CentOS.

CMS - WordPress, Joomla, Drupal, etc...

Server Software - Apache / LAMP - IIS / Windows server, WHM/cPanel, Plesk/Onyx, Vdeck, WEBMIN.

Workflow - Agile / Scrum, Kanban, Confluence, JIRA, Trello.

Soft Skills Training, Excellent written, and verbal communication, Technical Writing

Training, Mentoring, Classroom Facilitation, Curriculum writing, Professional Development

Microsoft office / Libre office / Open Office

Adobe Creative Suite and Creative Cloud software suites, Photoshop, InDesign, Illustrator, After Effects, DreamWeaver

Information Security industry best practices, ISO/IEC 27001