

# Conrad Mounsey

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## Qualifications Profile

Solutions-oriented and highly motivated with the commitment, passion, and ability to leverage education and experience while excelling in a **Security** role.

- Proficiency with firewalls, network security, cyber defense, penetration testing, digital forensics. virus removal, phishing, social engineering, and vulnerability-scanning.
  - Proactively identify emerging technologies, security topics, and trends to establish secure, robust information sharing.
  - Proven ability to perform comprehensive root-cause analyses while diagnosing and optimizing information systems.
  - CompTIA Security+ Certification and EC Council Certified Ethical Hacker.
  - 3.8 GPA in Security and Digital Forensics coursework; currently preparing for CISSP Exam.
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## Core Technologies

<b>Environments:</b>	Windows Server 2008, Server 2008 R2, Server 2012, Server 2016, Windows Vista, Windows 7, Windows 8/8.1, Windows 10, Ubuntu, Kali, OS X, iOS, Android
<b>Protocols:</b>	IDS/IPS, DNS, TCP/IP, HTTP, HTTPS
<b>Tools:</b>	Microsoft Office, Office 365, Open Office, Libre Office, Microsoft Exchange, Active Directory, VMWARE server, Auvik, Dell Sonicwall, Autotask, Datto, Webroot, Appraver, AccessData FTK, AccessData Registry Viewer, FTK Imager, Forensic Explorer, Blacklight, Sumuri Paladin

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## Education

### **Associate of Technical Arts in Information Security and Digital Forensics**

Edmonds Community College, Edmonds, Washington

### **Associate of Technical Arts in Network Technology**

Edmonds Community College, Edmonds, Washington

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## Certifications

EC Council Certified Ethical Hacker  
Digital Forensic Examiner, CyberSecurity Institute  
CompTIA Security+  
CompTIA Network+  
CompTIA A+

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## Professional Experience

### **Weyerhaeuser, Seattle, Washington**

2019 – 2019

#### ***Security Support Analyst, Contract Position***

Primary analyst for all reported phishing emails. Categorized, investigated, analyzed, and responded to all phishing attempts both successful and unsuccessful.

- Analyzed, investigated, categorized, and responded to all phishing/social engineering attempts reported.
- Alerted employees of possible malicious email activity based on other investigations.
- Assisted with creating and updating rules and filters to better stop malicious emails.

### **EvergreenHealth, Kirkland, Washington**

2018—2019

#### ***Customer Support Specialist/Enterprise Security Specialist, Contract Position***

Primary provider of computer desktop support for Evergreen Health staff by providing computer and application assistance. Support is delivered over the phone, in person, or over the network ensuring that client desktop software is up-to-date and assists users in their client system computer needs.

*Continued...*

- Performed all hardware/software installations, configurations, troubleshooting and on-going support associated with desktop/laptop PCs.
- Responded to all IT requests.
- Documented all troubleshooting, resolution, and escalation steps in the help desk ticketing system and help desk documentation.
- Kept constant contact with customers to maintain customer satisfaction.
- Performed all creation, maintenance, and auditing on all network and applications accounts.
- Maintained and audited all file/folder access.
- Managed and audited all exchange accounts, groups, calendars, and permissions.
- Was brought in to help bring a backlogged queue of over 1500 requests into a reasonable queue of less than 130 requests.

## **BlueZebra Technologies, Seattle, Washington**

2016 – 2018

### ***Field Engineer***

Review and assess risk, business IT requirements and objectives, and network design. Develop, implement, and manage infrastructure plans for new and existing clients. Analyze security threats and resolve vulnerabilities. Install and configure software, computers, peripherals, servers. Implement backup and recovery strategies. Troubleshoot technical and security issues, perform onsite and remote technical support; determine root cause and resolve complex hardware, software, and networking issues. Provide pre- and post-sales support to ensure customer satisfaction and loyalty.

- Created and conducted training on security topics.
- Resolved complex, escalated break/fix tickets.
- Introduced and implemented new processes and procedures; user setup, offline process notification, ticket escalation, off-boarding processes, and onboarding procedures.
- Networked with technical and security groups to remain current on security research and trends, and promote brand recognition.

## **Geek Squad, Everett, Washington**

2013 – 2016

### ***Advanced Repair Agent (2015 – 2016)***

Maintained, repaired, and secured a wide range of client technology and devices. Performed diagnostics, troubleshooting, data recovery, backups, and data migration between multiple devices. Recommended security strategies; installed and configured products to protect and defend client devices. Resolved unusually complex security, hardware, and software issues. Ensured customer retention through ongoing post-sales support.

- Decreased customer device repair turnaround time to less than a one day average.
- Identified malware, viruses, and security breaches. Restored compromised systems, and recommended, installed, and configured security to eliminate future intrusions on multiple devices.

### ***Consultation Agent (2013 – 2015)***

Consulted with clients to build strong, trust-based relationships; advised and sold computer, TV, phone, and camera services. Performed troubleshooting and consulted on multifaceted technology. Assisted clients to implement and configure new hardware and software. Tested and repaired returned and defective products. Performed data backups and data migration between multiple devices.

- Consistently recognized on customer surveys for achieving the highest customer satisfaction rates in the Precinct.