Paul Senior

Ft. Lauderdale, FL | (754) 300-8769 | itspaulsenior@gmail[.]com | linkedin[.]com/in/itspaulsenior

A strategic problem-solver with expertise in IT infrastructure and cybersecurity. Skilled in optimizing IT systems, managing complex environments, and strengthening security resilience. Adept at delivering solutions that enhance operational efficiency and protect critical assets.

SKILLS

- Cloud Infrastructure Management (AWS, Azure)
- Data Reporting (MSSQL, SSRS)
- Endpoint Detection and Response (Sentinel One, Webroot)
- General Business Tools (Microsoft 365, Salesforce)
- Log Analysis and Incident Response (Elastic, Splunk)
- Network Traffic Analysis (Wireshark)
- Operating Systems (Linux/Android, MacOS/iOS, Windows)
- Product Support and Documentation (Azure DevOps, Confluence, Jira)
- Remote Monitoring and Management (LogicMonitor, N-central, Bomgar)
- Software Quality Assurance Testing (BrowserStack, Postman)
- Threat Detection and Analysis (Any.run, CyberChef, VirusTotal)
- Vulnerability Management (Nessus)

CERTIFICATIONS

- CIW JavaScript Specialist
- CIW Web Foundations Associate
- Cisco Certified Network Associate (CCNA)
- CompTIA A+
- CompTIA Security+
- ITIL v3 Foundation
- Microsoft Certified Professional (MCP)

TRAINING

- Maverc Cyber Security Bootcamp (SOC & GRC)

EXPERIENCE

11/2024 — Present | Cybersecurity Analyst | Maverc Technologies | Miami, FL

- Monitor SIEM dashboards to identify, analyze, and respond to security threats in real-time.
- Investigate and triage malware infections, phishing attempts, brute force attacks, insider threats, and advanced persistent threats (APTs) using EDR and forensic tools.
- Perform log analysis, packet captures, and behavioral analytics to identify anomalies and potential security incidents.
- Conduct threat intelligence analysis using the MITRE ATT&CK framework to map vulnerabilities, assess potential exploits, and improve detection capabilities against evolving cyber threats.
- Perform vulnerability scanning and assessment using Nessus to identify and prioritize security risks.
- Provide detailed reports and executive summaries to stakeholders on vulnerability trends, remediation efforts, and security posture improvements.

11/2022 — 12/2024 | Systems Engineer | Xerox | Norwalk, CT

- Remotely monitored and managed IT operations across more than 400 distributed client sites for a Managed Service Provider (MSP).

- Secured client networks by administering web portals for hardware appliances from Cisco Meraki, Dell SonicWall, Aruba, Fortinet, and Barracuda.

12/2021 — 11/2022 | QA Analyst | Spirit Airlines | Miramar, FL
- Executed comprehensive test plans across Android and iOS platforms in BrowserStack, identifying and resolving critical software anomalies using Azure DevOps.
- Collaborated with the software development team during Figma product reviews, providing actionable insights to enhance functionality and user engagement.
- Conducted rigorous post-deployment validations outside of normal business hours, minimizing operational disruptions and checking system reliability.
- Utilized Postman to transmit XML and JSON files for testing API calls to Timatic, verifying passenger travel restrictions.

05/2019 — 01/2021 | Reporting Analyst | Eye Care Network | Ft. Lauderdale, FL
- Developed and implemented an automated reporting solution using Microsoft SQL Server Reporting Studio (SSRS) to Medicare and Medicaid third party administrators (Humana, United Healthcare, Community Care Plan, Simply Healthcare, Solis), resulting in 100% of the revenue generation.
- Diagnosed and resolved issues within electronic health records (EHR) practice management software, addressing systemic challenges, improving data integrity, and enforcing HIPAA compliance.
- Led the implementation of CI/CD pipelines on AWS platforms (EC2, RDS, SQS, S3) using Jira, Bitbucket, TeamCity, and Octopus Deploy. Optimized cloud resource allocation to achieve cost savings while maintaining high availability.

03/2017 — 05/2019 | Software Quality Assurance Analyst | Thirdwave.it | West Palm Beach, FL
- Directed comprehensive quality assurance efforts for healthcare IT solutions, ensuring seamless deployment of Optometry, Ophthalmology, and Audiology EHR systems.
- Facilitated agile workflows by leading Scrum meetings, addressing development bottlenecks, and driving sprints, fostering a culture of continuous improvement.
- Authored detailed release documentation, ensuring clarity and consistency across cross-functional development teams.

12/2014 — 03/2017 | Technical Analyst | DSS, Inc. | Juno Beach, FL
- Collaborated with federal stakeholders to deploy critical software patches and Microsoft SQL Server database migration scripts for U.S. Department of Veterans Affairs systems with zero operational downtime every quarter.
- Automated recurring tasks, enhancing departmental productivity and reducing manual overhead.
- Obtained Public Trust security clearance via Moderate Background Investigation.

07/2014 — 12/2014 | Web Developer | eZone | Miami, FL
- Developed new features for an e-commerce warehouse shipping software application using HTML, CSS, and JavaScript.
- Analyzed stakeholder feedback to generate user stories, translating business requirements into actionable development tasks.

10/2012 — 01/2014 | Field Applications Engineer | iControl Networks | Redwood City, CA

- Conducted user acceptance testing (UAT) to identify and validate potential defects in Internet of Things (IoT) home security products using Zigbee and Z-Wave protocols.
- Orchestrated software builds by staging releases to development, test, and production environments.
- Successfully conducted smoke testing to validate system integrity before and after deploying new software builds, ensuring seamless transitions and reducing post-deployment issues.
- Led weekly strategy meetings to prioritize and resolve outstanding client issues, enabling timely resolutions and continuous improvement in future software releases.

01/2007 — 12/2011 | IT Systems Specialist | Motorola Solutions | Plantation, FL

- Reduced capital expenditures by $7,500 via identifying and redeploying a decommissioned StorageTek L40 tape library.
- Provisioned, administered, and decommissioned over 700 Windows and Linux servers housed within 2 datacenters to align with evolving operational needs.
- Supervised IT vendor activities, ensuring adherence to service contracts and governance standards.
- Maintained data center infrastructure uptime by monitoring critical systems, including fire alarms, hardware alerts, rack space utilization, server room access, networking, electrical, and HVAC resources.
- Authored and managed documentation of data center topology, including labeling of server racks, fibre channel and Ethernet patch panels.
- Coordinated a major hardware consolidation project, seamlessly transferring Latin American division assets to South Florida data centers without customer disruptions.
- Played a key role in a multi-year IT separation project, relocating servers to support the split between mobile devices and public safety radio businesses ahead of schedule.
- Co-authored the Motorola IT Standards for Computer Rooms manual, standardizing global SOPs for Motorola data centers.
- Improved cooling efficiency and airflow capacity in Motorola data centers by realigning perforated floor tiles, balancing subfloor pressure, and correcting airflow obstructions.
- Prevented outages by proactively scheduling mechanical and electrical maintenance.
- Trained corporate real estate vendor staff members on incident escalation and emergency change processes, which increased compliance with industry best practices for data center management.

01/2004 — 12/2006 | IT Technician III | Motorola Solutions | Plantation, FL

- Administered a NetBackup Enterprise environment across multiple corporate sites, achieving a 99% success rate on all backups and restores, surpassing organizational benchmarks.
- Performed a comprehensive audit of Iron Mountain's storage services, identifying and eliminating inefficiencies. Enhanced data storage practices and reduced operating expenses by $1,000 per month through arranging for the certified destruction of end-of-life backup tapes and hard drives.
- Received Motorola IT Outstanding Customer Service award for exceptional performance.
- Received Motorola BRAVO award in recognition and appreciation of above and beyond performance in restoring IT infrastructure after Hurricane Wilma.
- Troubleshot and repaired tape library hardware malfunctions and configuration errors.

Ft. Lauderdale, FL | (754) 300-8769 | itspaulsenior@gmail[.]com | linkedin[.]com/in/itspaulsenior

01/2000 — 12/2003 | IT Analyst Client Systems I | Motorola Solutions | Plantation, FL
- Imaged and deployed desktops and laptops to business and engineering employees, ensuring rapid and error-free installations.
- Migrated all data and applications from legacy systems to new hardware, maintaining seamless productivity and minimizing downtime.
- Co-authored the PC Lifecycle Management SOP. These streamlined processes improved customer satisfaction by reducing cycle time and ticket backlog.
- Provided training to team members and assumed management responsibilities during leadership absences.

01/1998 — 12/1999 | Help Desk Analyst II | Motorola Solutions | Plantation, FL
- Created and implemented statistical models to enhance key performance metrics, leading to measurable improvements in service level agreements (SLA).
- Promoted to team lead, successfully overseeing operations to ensure consistent achievement and surpassing of SLA targets through effective team management and process optimization.
- Recognized with 400 vested stock options for exceptional performance, reflecting superior contributions to organizational goals and operational excellence.

01/1995 — 12/1996 | Help Desk Analyst I | Motorola Solutions | Boynton Beach, FL

EDUCATION
- Associate of Arts (A.A.) | Computer Science | Broward College | Davie, FL