JOSEPH LUKE YOUNG

Systems Engineer & IT Generalist

502.791.6501 | jykentucky@gmail.com | https://www.linkedin.com/in/joseph-young-93952b355/

https://josephlukeyoung.com

PROFESSIONAL SUMMARY

An accomplished IT leader with over 20 years of extensive, hands-on experience in building, managing, and securing complex systems. Proven ability to lead remote teams and infrastructure initiatives while implementing robust security solutions that deliver measurable results. Successfully increased security posture and reduced system outages by an estimated 25% through proactive monitoring and threat detection. Possessing deep expertise in cloud environments (O365, Azure), network security, and data protection, with a track record of leading critical projects like large-scale migrations and strategic vendor management. I leverage practical problem-solving skills honed over two decades to build secure digital fortresses and drive operational excellence, regardless of location.

PROFESSIONAL EXPERIENCE

Systems Engineer

Miller Company Inc. | November 2017 - Present

- Led and mentored a remote team of 8 IT professionals, guiding technical operations and ensuring adherence to security best practices.

- Delivered comprehensive IT support and security solutions for 75+ clients, ranging from 10-100+ end-users per client.

- Spearheaded email (Exchange/O365), SharePoint, and SSO migration projects, ensuring zero data loss and minimal downtime.

- Proactively managed and hardened O365 and Azure environments for clients, reducing potential security incidents by an estimated 15%.

- Fortified email and network security through firewall implementation, intrusion detection, and access control, minimizing successful phishing attempts by an estimated 20%.

- Developed and implemented robust backup, recovery, and disaster recovery plans, ensuring high data recoverability within defined RTO/RPO objectives.

- Negotiated and managed vendor relationships for security and software tools, resulting in a 10% cost reduction while maintaining service levels.

Technical Services Manager

Advanced Global Communications | May 2011 - November 2018

- Led the Help Desk team, integrating security awareness training and initial incident response protocols.

- Secured Windows Server environments (2003-2012) through Active Directory GPOs and secure deployments (AD Failover, RDS).

- Developed and maintained secure web applications with database connectivity, implementing secure coding practices to prevent vulnerabilities.

- Managed company website security, implementing DDoS protection and regular security updates.

- Designed and deployed physical security systems, including IP video surveillance and access control.

- Configured and managed security software for video and access control, maintaining granular permissions and audit trails.

- Provided software and cybersecurity training to employees and clients, promoting secure online behavior.

- Delivered remote emergency support, resolving critical issues and minimizing downtime.

Owner

The Mighty Design, LLC. | November 2009 - May 2011

- Founded and managed a remote web development business, providing end-to-end technical solutions.

- Acquired new clients by presenting comprehensive technical and security plans.

- Simultaneously managed web development and infrastructure for multiple clients.

- Developed custom websites with secure coding and deployment practices.

- Optimized website performance and security across various platforms.

- Implemented secure CMS configurations with role-based access control.

- Leveraged technical skills for marketing, optimizing SEO and ad campaigns through secure website development.

TECHNICAL SKILLS

Core Technical Competencies:	Information Security Management, Enterprise System Architecture, Cloud Infrastructure Management, DevOps & Automation, Technical Project Leadership, IT Service Management (ITSM), Business Continuity Planning, System Integration & Migration
Cybersecurity & Compliance:	Security Information & Event Management (SIEM), Threat Detection & Response, Vulnerability Assessment & Management, Identity & Access Management (IAM), Data Loss Prevention (DLP), Security Awareness Training, Compliance Management (SOC2, HIPAA), Incident Response Planning, Penetration Testing, Security Auditing & Documentation
Infrastructure & Cloud Technologies:	Microsoft Azure Cloud Services, Microsoft 365 Administration, Active Directory & Group Policy, Windows Server Administration, Linux System Administration, Network Security Architecture, Virtualization (Hyper-V), Storage Solutions (SAN/NAS), Backup & Disaster Recovery, Infrastructure Monitoring
Development & Automation:	Python Development, PowerShell Scripting, Web Development (HTML5, CSS3), Database Management (SQL), API Integration, Version Control (Git), CI/CD Pipelines, Infrastructure as Code, Process Automation, Performance Optimization
Leadership & Business Skills:	Remote Team Leadership, Strategic IT Planning, Vendor Relationship Management, Budget & Resource Planning, Risk

Assessment & Mitigation, Technical Documentation, Stakeholder Communication, Change Management, Problem-Solving & Analysis, Client Relationship Management

EDUCATION

Jefferson Community College

Associate of Arts | Graduated 2010 | GPA: 3.5

Relevant Coursework:

Introduction to Computer Science, Business Communications, Technical Writing, Mathematics for Technology, Project Management Fundamentals

CERTIFICATIONS

Axis Certification

Product Line / Installation Configuration / Best Practices

Genetec Software Training

End-User Management / Administrator Configuration / Developer Installation / Acquired Genetec Advanced Certification