

Colin Murray

murraycolin.com | New York, NY | November 2019

CERTIFICATIONS CISSP | Security+ | Network+ | Project+ | LPI - Linux Essentials

CLOUDFLARE SOLUTIONS ENGINEER, FIELD

December 2018 - Present | New York

I relocated to New York to better support strategic and high value accounts for the field team in pre and post sales.

- North American Performance/CDN/Video Delivery subject matter expert.
- Working with top strategic accounts by value and importance.
- Responsible for three high profile case studies.
- Formalized training for Solutions Engineers with continuing material, training, and working sessions.

CLOUDFLARE SOLUTIONS ENGINEER, MID MARKET

August 2017 - December 2018 | San Francisco

I helped the mid market sales department facilitate pre and post sales to drive new business and upsell existing clients.

- Argo Tunnel and Cloudflare Stream subject matter expert.
- Technical lead for Project Athenian, an initiative to help protect government election services.
- Placed in the top three SEs for amount of mid market account revenue for North America.
- Responsible for training and mentoring new Solutions Engineers.

DISTIL NETWORKS MANAGED SERVICES

July 2016 - July 2017 | San Francisco

I have worked directly with Fortune 500 customers as the primary point of contact to ensure full protection against an evolving automated threat landscape. I offered proactive threat response, reporting, and direct support to ensure customer success.

- Lead technical role in yearly "Bad Bot Report" white paper and 2016 Cyber Monday report.
- Started a cross team initiative to discover and responsibly report a high visibility client's security incident.
- Led team initiative to standardize creating client reports with Tableau and SQL.
- Worked with machine learning department to help program a python tool used for reporting bots.

MELLON CAPITAL MANAGEMENT HELPDESK

August 2015 - July 2016 | San Francisco

I worked directly with C-Level executives and other staff in order to provide technical support and ensure the work environment was not impeded by technical issues. This included email, phone, and in person support.

- Created 124 new process documents and ported existing knowledgebase to integrate with existing Sys Admin's system.
- Identified and resolved issue with client system image that caused malformed packets on client workstations.
- Discovered misconfigured software configurations which caused issues with domain controller authentication.
- Resolved issue with print server integration during Citrix XenApp 5 migration.

BIG DOG COMPUTING IT INTERN

July 2014 - February 2015 | Concord, CA

I offered oncall and onsite technical support for various different local businesses. I was also responsible for tier one networking support, provisioning servers, and answering general technical questions.

- Worked with clients on site and over the phone to troubleshoot and diagnose technical issues.
- Implemented inventory organization and reordering system.
- Responsible for provisioning and setting up servers and client desktop computers.

MORE DETAILS AT: MURRAYCOLIN.COM/RESUME. REFERENCES AT WEBSITE OR ON REQUEST.