

# Don Schilling

## Manager, Network Operations

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## Summary

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Based in Minneapolis, MN, I have 27+ years of experience in IT having worked in the United States Air Force and in the civilian sector for a billion-dollar, global IT company. My extensive career includes work as a network engineer, IT leader for global teams, security architect, and full-stack developer.

## Experience

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### **Arctic Wolf** | **Manager, Security Operations**

**10/2022 - Present**

- Tier 2 SOC manager responsible for the people management and mentoring of teams of up to 23 direct reports consisting of cyber security analysts and engineers, across 24/7 shifts, both local and remote.
- Develop, enhance, and operationalize processes to better execute customer expectations.
- Develop, measure, analyze, and maintain the internal and external service metrics for Security Services Operations to make better informed decisions on how to improve the capability and functionality of the organization.
- Provide escalation support for both customer management challenges, security incidents, and ticket triage functions.
- Collaborate across various business units to lead, coordinate, and train others on effective management of security incidents and to deliver the most comprehensive operational security responses to customers.
- Daily use of practical knowledge of industry adopted frameworks and methodologies (MITRE ATT&CK, CIS, NIST, ISO, PCI-DSS, etc.)
- Continually receive high employee NPS engagement scores while maintaining a high performing team.
- Have helped bring in hundreds of thousands of dollars in ARR in new business by providing presentations and leading SOC tours for potential new customers.

### **Rackspace** | **Manager, Network Security**

**09/2006 - 04-2022**

- Managed teams of up to 36 direct reports consisting of network security engineers and architects, across 24/7 shifts, both local and remote.
- Customer facing role as escalation point for all phone support and ticket issues supporting tens of thousands of managed Cisco ASA firewalls, VPNs, F5 LTM load balancers, routers, and switches.
- Mentored numerous techs with leadership abilities into management roles.
- Maintained stellar employee engagement ratings through quarterly surveys.
- Worked on developing tools to automate fleet management of all firewalls and load balancers.
- Created new promotion processes and web-based tools that were used across the company for tracking of employee skills and on-the-job training.
- Managed projects using Agile Scrum methodologies in JIRA.
- Integral in all planning and execution of organizational restructurings for resource alignments, including people management, job titles, tooling, and process development.
- Led culture engagement teams for hosting social events, parties and team outings catered to IT engineers.
- Created management team tools using PHP, JavaScript, and MySQL for the tracking of ticket reviews and time management for on-going projects.
- Maintained, built, and deployed code using GitHub and Jenkins to both Linux VM and Docker environments.
- Fanatical Jacket recipient for outstanding service (employee of the quarter type award).

# Don Schilling: Experience – Continued

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## **Digitas Inc. | Network Administrator**

**03/2005 - 09/2006**

- Provided network administration and engineering support for Digitas, a leader in the marketing industry.
- Was responsible for the corporate wide area Cisco network spanning 10 remote offices across the country and two network operation centers.
- Managed a Cisco voice over IP telephony infrastructure integrated with Avaya and Lucent systems.
- Handled all Checkpoint firewall and IDS/IPS system management.

## **Pegasus Communications | Manager, Network Operations**

**03/2001 - 03/2005**

- Managed a team of experienced network/systems administrators and technicians that maintained and supported the company's enterprise network infrastructure.
- Evaluated the existing infrastructure to find risk points and potential security threats then developed a new architecture to satisfy the organization's tremendous rate of growth and to fulfill the needs of multiple locations dealing in satellite television, broadband Internet connectivity, call centers, and television broadcast stations.
- Conducted a project to bring in multiple firewall and VPN vendors to find the proper solution for securing the existing perimeter networks while maintaining the services provided by the previous managed services provider.
- Installed Snort intrusion detection systems running on RedHat Linux at focal points within the network infrastructure and centralized logging for all essential devices.
- Designed and built redundant perimeter networks at two separate sites utilizing a tiered security scheme involving multi-tiered Juniper Netscreen firewalls in a high-availability configuration.
- Installed and managed RedHat Linux based SMTP relays, SPAM filters and public BIND DNS servers.
- Responsible for analyzing, interpreting, evaluating, planning, and implementing all technical production infrastructure needs related to network operation center's servers, security, support programs and policies.

## **United States Air Force | 3C0X1 - Communications-Computer Systems Operations**

**11/1996 - 03/2001**

- As a Senior Airman, designed network security policy and perimeter network architecture to protect \$5 million worth of network backbone resources at Ramstein AB, Germany and integrated multiple firewalls and proxy servers to protect 15,000+ users from external threats.
- Developed policy-based routing solution to load balance the extravagant amount of network traffic through various multi-homed devices and managed complex access-control lists for inbound and outbound traffic.
- Profiled all network traffic and analyzed data for possible malicious activity.
- Created training plan & taught TCP/IP networking principles and network security concepts to 80+ individuals.
- Administered Microsoft Exchange, DNS, WINS, and DHCP network services as well as HP OpenView.
- Managed a metropolitan area network at Incirlik AB to include 40+ high-speed WAN links, 25+ Cisco Routers, 26+ NT 4.0 Servers and 2 Novell 4.X Servers.
- TS/SCI clearance, Certified MCSE+I and CCNA (all since retired or expired).

## Skills

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- 27+ Years experience in a wide array of IT and networking technologies
- 12+ Years experience managing IT teams
- Extensive firewall and VPN knowledge
- Cisco IOS router and switch configuration and administration
- Firewalls: Cisco PIX / ASA, Juniper Netscreen, SCTC Sidewinder, Checkpoint Firewall-1
- VPNs: Using Cisco Concentrators, Firewalls, Routers, in client-site and site-site configurations
- IDS: Snort
- MDR: Arctic Wolf, Alert Logic
- Load Balancers: Cisco CSS, F5 LTM/GTM
- Cloud Technologies: AWS
- Operating Systems: Windows, Mac, Linux (RedHat & Ubuntu)
- Programming: HTML, PHP, Python, Golang, JavaScript
- Databases: MySQL, MongoDB
- Project Management: Agile scrum methodologies, JIRA
- Management: Servant leadership, knowledgeable in ITIL practices