

Jared Young

Senior Operations Engineer | Security Automation | AI Systems
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PROFESSIONAL PROFILE

Security-focused Senior Operations Engineer promoted in 2026 with hands-on MSP and security-services experience across endpoint security, Microsoft 365 administration, infrastructure troubleshooting, automation, client service reviews, and AI-assisted operational tooling. Known for owning problems from first report through remediation, then turning the fix into reusable scripts, SOPs, documentation, training, or customer guidance.

Differentiator: combines cybersecurity operations, software engineering, Microsoft Graph/PowerShell automation, and graduate-level AI work to build practical systems that make IT and security work easier to verify, repeat, and explain.

CORE TECHNICAL STRENGTHS

Security & Infrastructure: endpoint security, EDR/AV concepts, incident triage, vulnerability remediation, IAM, access control, application control, Windows/Linux/macOS, Active Directory, Entra ID/Azure AD, DNS/DHCP, VPNs, Cisco Meraki, firewall policy, RMM/PSA platforms, hybrid troubleshooting.

Microsoft & Automation: Microsoft 365 Admin Center, Exchange Online, SharePoint, OneDrive, Teams, Intune/Autopilot, Microsoft Graph API, PowerShell, Python, REST APIs, SQL/SQLite, Git/GitHub, operational scripting.

AI/ML & Development: TensorFlow, PyTorch, Keras, scikit-learn, NumPy, pandas, Jupyter, Flask, Streamlit, React/Vite, Java, JavaScript, HTML/CSS, neural networks, CNNs, computer vision, semantic segmentation, model evaluation, anomaly detection, data visualization.

Consulting & Leadership: service reviews, remediation planning, technical presentations, demos/POCs, customer onboarding, stakeholder communication, technician enablement, documentation, process improvement.

PROFESSIONAL EXPERIENCE

Senior Operations Engineer | ThreatSpike Labs | Remote | May 2026 - Present

- Promoted from Operations Engineer into a senior role supporting security and IT operations across diverse remote customer environments in an MSP/security-services model.
- Own endpoint, identity, network, application, and infrastructure issues from intake through investigation, remediation coordination, customer communication, and closure.
- Configure and validate endpoint security controls, hardening standards, access policies, remote-support workflows, and operational safeguards across Microsoft-centric environments.
- Lead customer service reviews, remediation walkthroughs, demos, and stakeholder guidance that connect security findings to practical business-risk decisions.
- Convert recurring issues into scripts, runbooks, SOPs, and technician handoffs that reduce repeat manual work and improve support consistency across client environments.

Tools/technologies: Microsoft 365, Entra ID/Azure AD, endpoint security platforms, Windows/Linux/macOS, RMM/PSA tooling, PowerShell, Python, Graph API, Cisco Meraki/networking

Operations Engineer | ThreatSpike Labs | Remote | Jul 2025 - May 2026

- Supported real-time security operations, endpoint troubleshooting, client onboarding, alert triage, remediation coordination, and service improvement across managed environments.
- Triage suspicious activity and operational issues by documenting investigation steps, translating platform behavior, and coordinating next actions with clients, SOC analysts, and internal teams.
- Supported technical demonstrations, proof-of-concept delivery, and onboarding guidance for security-focused services, strengthening client confidence during implementation and early adoption.
- Improved support handoffs by documenting recurring issues, platform behavior, troubleshooting paths, and customer-ready remediation explanations.

Tools/technologies: endpoint/security operations, customer support workflows, alert triage, onboarding, technical demos, documentation, stakeholder communication

IT Support Technician | ETC TechSolutions | Akron, OH | Oct 2024 - Jul 2025

- Delivered MSP technical support across Microsoft 365, Windows endpoints, networking, email, permissions, endpoint devices, identity management, and specialized client software.
- Installed, configured, patched, and maintained client systems while resolving hardware, software, network, identity, and user-access issues across hybrid support environments.
- Developed PowerShell automation for endpoint-security deployment validation, service checks, and operational verification, reducing manual technician effort and improving repeatability.
- Built Microsoft Graph-based automation for administrative credential workflows, improving consistency, security hygiene, and operational control over repeat administrative tasks.
- Created client and technician guidance for endpoint controls, request workflows, cybersecurity best practices, and secure day-to-day operations.

Tools/technologies: Microsoft 365, Windows, networking, PowerShell, Microsoft Graph API, endpoint security tooling, RMM/PSA, line-of-business applications

SELECTED ENGINEERING PROJECTS & EVIDENCE

Financial Reconciliation Automation | Python, Microsoft services, DocuWare, SQLite

- Built a 3-system reconciliation workflow that compared operational records across Microsoft services, DocuWare, and SQLite-backed processing to reduce manual invoice review risk tied to seven-figure exposure.

Microsoft Graph Administration Automation | PowerShell, Python, Graph API, Microsoft 365

- Developed repeatable administration workflows for tenant operations, credential rotation, API integration, and support automation, improving security hygiene and reducing manual administrative friction.

Endpoint Security Implementation | Application control, hardening, automation, training

- Supported a real-world endpoint hardening/application-control rollout through deployment validation, RMM automation, technician workflows, documentation, training material, and operational review.

Vision UI | Python, computer vision, local-first operations tooling

- Built a local-first activity analysis tool for evidence-linked troubleshooting, operator replay, and future AI-assisted support workflows, connecting screen activity, context, and explainable review paths.

CityScape Segmentation | CBAM U-Net, computer vision, model evaluation

- Trained and deployed a CBAM-enhanced semantic segmentation workflow that converted model output into explainable scene evidence for research review and live demo validation.

EDUCATION, CERTIFICATIONS & LANGUAGES

Education: M.S. Artificial Intelligence - Kent State University, expected Dec 2026 | B.T.A.S. Cybersecurity - Kent State University, 4.0 GPA | A.A.B. Software Engineering - Lakeland Community College | A.A.S. - Lakeland Community College

Certifications: CompTIA Network+ | CompTIA Security+ | CompTIA CySA+ | CompTIA Security Analytics Professional (CSAP) | TestOut Network Pro | TestOut Security Pro | TestOut CyberDefense Pro

Languages: English native/bilingual | Spanish fluent/professional | American Sign Language advanced | French conversational