

Richard Mussell

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Education

Central Washington University

Bachelor of Science in Information Technology, Cybersecurity Specialization

Ellensburg, WA

Jun 2024

Relevant Coursework: Capstone PISCES Security Operations, Network Security, Linux Systems, Database Structures.

Technical Skills

Cloud & Infrastructure: AWS (EC2, S3, Lambda, VPC), Azure, GCP, Terraform (IaC), Docker, GitHub Actions (CI/CD)

Observability: Prometheus, Grafana, ELK Stack (Elasticsearch, Logstash, Kibana), OpenTelemetry

Networking: TCP/IP, DNS, DHCP, BGP, VLANs, VPN (WireGuard), Firewalls (UFW/iptables), Load Balancing

Systems: Linux (RHEL, Ubuntu), Windows Server, Active Directory, Bash, PowerShell

Engineering Projects

Microservices Observability Ecosystem

Prometheus, Grafana

- Engineered a lightweight observability stack for containerized microservices, utilizing custom Prometheus exporters to scrape application metrics.
- Designed dashboards (Latency, Traffic, Errors, Saturation) in Grafana to establish system baselines.
- Configured Alertmanager to trigger notifications on service degradation, proactively preventing SLA breaches.

Secure Serverless Cloud Architecture

GCP, Terraform, Cloud Armor

- Architected a global static website solution using Cloud Storage buckets fronted by an HTTPS Load Balancer, defined entirely via modular Terraform (IaC).
- Hardened security posture by implementing Cloud Armor policies and restricting direct bucket access via backend service integration.

Zero-Trust Homelab Infrastructure

Linux, WireGuard, Network Security

- Established a private PKI to enforce end-to-end HTTPS/TLS encryption, eliminating cleartext traffic across internal services.
- Enforced Principle of Least Privilege (PoLP) by disabling root login, mandating SSH key authentication, and configuring granular sudoers rules.

Automated Enterprise Windows Lab

PowerShell, Active Directory, Hyper-V

- Orchestrated the automated deployment of Domain Controllers on Hyper-V, reducing environment hydration time from **4 hours to 15 minutes**.
- Hardened the deployment process by scripting the automatic configuration of Group Policy Objects (GPOs) and enabling Audit Logging upon domain creation.

Professional Experience

Cox Communications

Technical Support & Retention Specialist

Oklahoma City, OK

Oct 2024 – Apr 2025

- Handled inbound customer calls related to potential downgrades or service disconnections, actively listening to concerns and delivering tailored solutions to enhance customer satisfaction and loyalty.
- Utilized customer databases to customize service offerings, resolve billing inquiries, and deliver a seamless and informed customer experience.

PISCES Security Operations Center (SOC)

Security Operations Analyst

Ellensburg, WA

Mar 2024 – Jun 2024

- Monitored live network telemetry across 13+ regional municipalities, processing **10,000+ daily events** using the ELK Stack.
- Engineered custom SIEM detection rules to filter false positives, improving alert fidelity by **22%**.
- Conducted threat hunting and log analysis to identify Indicators of Compromise (IoCs) and generate incident reports.

Certificates & Training

Cisco Networking Academy — Introduction to Networks

2018

- Configured rack-mounted Cisco equipment in lab environment; expertise in subnetting, port security, CLI configuration.