

Contact

info@cyberdefensecontractors.com

www.linkedin.com/in/robert-cluett-37408a1a6 (LinkedIn)

Top Skills

Cybersecurity

Web Development

Networking

Honors-Awards

Verizon "Recognizing You" Award

Robert Cluett

Founder & CEO at Cyber Defense Contractors

Boston

Summary

Cybersecurity Engineer and Digital Privacy Advocate.

More than 28 years of experience as a motivated IP Network Engineer in the Telecommunications, Information Technology Services, Plastics, Consumer Goods, and Cybersecurity industries. Expansive technical skill-set and knowledge of mainstream and leading-edge technologies to deliver a broad range of business-enhancing technical solutions. Results-driven with a focus on continuous improvement and IT process automation.

NETWORK (12+ years)

12+ years routing/switching experience in IP Network Configuration, Implementation and Tier III IP Network Support roles ▫ In-depth knowledge of L2-L7 of Networking Stack ▫ Network Management and related Cisco network infrastructure technologies including VPN, OSPF, EIGRP, BGP, VLAN/802.1q, Cisco ACL, Cisco ASA Firewall, Apache Web Server, Cisco CDN, Cisco Netflow, DHCP, HAProxy, Varnish ▫ Solid understanding of network architecture and design principles ▫ Experienced with network/application security & hardening, risk assessment, and remediation.

LINUX & DEVELOPMENT (12+ years)

12+ years of development experience (PHP, JavaScript, Perl, node.js, jQuery, Bash, MySQL, Redis, XML, SOAP, REST, SNMP, and proprietary API's) ▫ Solid knowledge of application development processes, methodologies and software design life cycle ▫ Proven experience troubleshooting application issues at the packet level ▫ Advanced knowledge of web technologies, communication, traffic flow, security and cross-browser development. Linux Server Configuration and Management experience ▫ Hands-on experience with virtualization and related concepts ▫ Linux unattended

installation (RHEL Kickstart) ▫ Scripting ▫ OS security/hardening ▫ Cisco UCS-C Series Servers

CYBERSECURITY (4+ years)

5+ years experience in a Blue Team role ▫ Threat Hunting ▫ Incident Response ▫ Purple Teaming ▫ Endpoint Posture Assessment ▫ Threat Modeling ▫ Written Information Security Programs ▫ Internal Audits ▫ New Software Assessment & Certification ▫ Vulnerability Assessment ▫ Vulnerability Remediation ▫ IT Risk Assessment ▫ Operating System Hardening ▫ Storage Media Data Scrubs & Destruction.

BUSINESS MANAGEMENT & SUPERVISION (7 years)

7 years of experience in management roles ▫ 3 years supervising a team of five engineers ▫ Scheduling of primary and backup roles ▫ Coordinating planning and implementation of national projects ▫ Change management stewardship ▫ Direct customer engagement at the Director and VP level ▫ Handling employee time-off ▫ Resolving customer, employee, and project-related issues.

Experience

Restoration Gloucester

Founder & Executive Director

July 2020 - Present (5 months)

Gloucester, Massachusetts, United States

We are a community-based organization that helps families solve their health and financial crisis so they can focus on what matters most. Loving one another.

We are people who share the common bond of our community in Gloucester, Massachusetts. Our city has always shown an amazing outpouring of support for our own. From our earliest days as the largest fishing port in America until this very day we often find ourselves banding together to face one's turmoil and uncertainty together. We help our neighbors when our neighbors need help. We stand together and unite in a time of need. We help raise awareness of the people of our community who are doing good things.

View our projects on our Facebook page:

<https://www.facebook.com/restorationgloucester>

View our latest project and fundraiser:

<https://www.gofundme.com/f/restoration-gloucester-the-curcuru-house>

View the consolidated fundraising page:

<http://restorationgloucester.com/>

Cyber Defense Contractors

Owner & Principal Engineer, Cybersecurity

September 2015 - Present (5 years 3 months)

Greater Boston

Verizon

16 years 5 months

Network Engineer, Cloud Networking & SDN

June 2015 - September 2015 (4 months)

Greater Boston

Responsible for developing and delivering network architectures and design involving Software Defined Networking (SDN) and Network Function Virtualization (NFV) technologies to drive network agility and operational efficiencies. Honored recipient of the Verizon Spotlight Award as a contributing member to the development of Verizon's Private Cloud Infrastructure during MVP Phase 1. Developed application to monitor SDN diagnostic and statistical data in real-time. Application leveraged proprietary API's to track Port-Channel / Virtual Port Channel state changes, and OpenStack Virtual Machines migration across the Cisco ACI fabric.

Network Engineer, Content Delivery Network (CDN)

July 2012 - June 2015 (3 years)

Greater Boston

Implemented Cisco VDS-IS Unicast Content Delivery Network delivering VoD and Live HTTP/RTSP/RTMP streaming of Flash and Windows media to clients (desktop, tablet, mobile). CDN delivered digital media for VzTV, The Verizon Broadcast Network (VBN), and the Verizon Learning Portal spanning the Enterprise IP Networks of Verizon Enterprise Solutions (VES), Verizon Telecom, Verizon Terremark, Verizon Telematics, Networkfleet, VMN, EdgeCast.

Acted as technical expert during the planning and design phase providing design recommendations. Ensured fault tolerance and availability with design proposals which included provisioning of service routers and multiple logical CDN cores. Designed and implemented tiered streaming replication topology. Configured source network to streamer selection through the configuration and management of XML coverage zone files. Created and implemented standard CDS and CIMC configuration to the deployed 90 streamers at over 80 Verizon locations worldwide. Worked closely with video broadcast team, managed delivery services and replication. Developed several web-based applications leveraging Cisco's proprietary API's. Applications were designed to monitor live quarterly broadcast in Real-time.

Acted as production support while engineering and implementing new solutions through process improvement and architectural changes. Maintain a deep understanding of the traffic flow, bandwidth utilization, streamer selection, content routing, and troubleshooting within CDN. Monitored all Live broadcasts ensuring efficiencies through proper streamflow, stream replication, network/ source streamer selection and WAN link utilization.

Provided solutions to all components involved in streaming including client desktop (CPU and memory utilization as it relates stream video and audio quality). Lead numerous training and live troubleshooting sessions via WebEx for planning and support organizations. Video

Network Engineer, e911 ALI/PSAP

July 2012 - November 2014 (2 years 5 months)

Greater Boston

Responsible for the implementation and production support of IP-based elements providing Automatic Location Identification (ALI) for Verizon's Enhanced 911 (e911) service to more than 1,000 Public Safety Answering Points (PSAP's) spanning the Northeast United States. States included Massachusetts, New York, New Jersey, Pennsylvania, Virginia, Delaware, Maryland, Washington DC.

Identified the misalignment of processes and revealed unresolved network issues that put Verizon at risk of meeting FCC obligation to provide ALI services (Phase II e911 Requirements) ◦ Proposed recommendations to Verizon management that would improve the reliability of e911 ALI services. ◦ Led calls and coordinated troubleshooting efforts for various aspects of e911

ALI infrastructure (circuits, CSU/DSU, data cabinets, wiring, terminal servers and firewalls). ◦ Acted as the implementation lead for the transition to Intrado cloud-based ALI database service. ◦ Conducted training to transition support role to a team of 7 at MCI Communications Services, Inc. d/b/a Verizon Business.

Network Engineer, Routing & Switching

May 2004 - July 2012 (8 years 3 months)

Greater Boston

Responsible for the testing, configuration, implementation, and production support of traditional router-based networks with dedicated point to point links

- Configured and deployed access layer routers and switches at branch offices locations (Cisco 3800 ISR Router, Cisco 2900 Switch, Cisco 1900 Switch) and a medium/large sites supporting thousands of users (Cisco 7600 Router, Cisco 7500 Router, Cisco 6500 Switch, Cisco 5500 Switch)
- Managed change control and engineered network implementation procedures to ensure organization met availability requirements of critical customer networks
- Maintained lab environments to replicate production network
- Interfaced with multiple workgroups on changes to infrastructure and resolution of availability/access problems within production environment
- Developed implementation schedules
- Implemented new network technology and corrective actions for reported problems within the internal corporate Verizon IP networks
- Performed configuration activities for components within the network and various IP based platforms
- Conducted problem determination functions and root cause analysis.

Network Consultant, Routing & Switching

May 1999 - May 2004 (5 years 1 month)

Boston, Massachusetts, United States

Cel-Tech Systems Corporation was founded in 1990 as a technical consulting firm with a focus on software development services and systems integration management. (On-site at Bell Atlantic/Verizon) in a Tier II Network Support role.

Education

Salem State University

Bachelor of Science - BS, Computer Science · (1993 - 1997)