

# Shem Miller

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## Professional Experience

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01/2024 – present

### **Identity Security Engineer | Endpoint Security Engineer, Texas A&M University** **Identity Security Engineer**

- Led the design, configuration, and deployment of the SailPoint IdentityNow (IDN) platform to manage identity and access management solutions, ensuring seamless integration with enterprise systems.
- Developed and maintained data feeds from various identity sources, leveraging Python and REST APIs to automate the synchronization of identity information, reducing manual processes, and improving data accuracy.
- Implemented automated workflows for identity lifecycle management, enhancing operational efficiency and aligning with organizational security protocols and regulatory requirements.
- Utilized AWS Lambda functions and other automation tools to streamline identity management processes, collaborating with cross-functional teams to integrate these workflows into existing infrastructure.
- Managed the creation and enforcement of identity governance policies, ensuring compliance with organizational standards and improving overall security posture.
- Utilized GitHub for version control and continuous integration, managing code changes, and coordinating deployments to ensure a consistent and secure development environment.

### **Endpoint Security Engineer**

- Managed endpoint security across diverse environments, including Windows, macOS, and Linux, using tools like Microsoft Intune and Jamf Pro to enforce security policies and ensure compliance with institutional standards.
- Co-led a project to standardize and consolidate security agents across all devices, focusing on deploying Endpoint Detection and Response (EDR) tools such as Elastic / Elastic Defend and Jamf Protect.
- Spearheaded the integration of Data Loss Prevention (DLP) tools, such as Proofpoint DLP, and Vulnerability Assessment tools like Tenable Nessus Agents, to enhance security and reduce risk exposure across all managed devices.
- Demonstrated expertise in CVE management, utilizing tools like MIST and other vulnerability management platforms to stay updated on emerging threats and ensure timely patch management.
- Built comprehensive documentation and a public-facing knowledge base for endpoint security tools and practices, aimed at enhancing transparency, user education, and overall security awareness within the organization.
- Integrated SIEM tools, including Elastic and Elastic Defend, into the endpoint security framework, enhancing the organization's capabilities in threat monitoring, detection, and incident response.

- Worked closely with Windows, Apple, and Linux teams to deploy and maintain security agents, ensuring alignment with institutional security standards and facilitating seamless updates and patches.

06/2022 – 12/2023

**Helpdesk Manager | Client Platform Engineer | Apple Platform Engineer,**  
*Texas A&M University Athletics / Technology Services*

- Solely managed the technical support operations and client platform management for over 300 computers and 400 mobile devices within the Athletics Program, utilizing Jamf Pro for comprehensive Apple device management, even after the consolidation of Jamf instances across the university.
- Utilized Jamf Pro to oversee the lifecycle management, security compliance, and software deployment for all Apple devices, ensuring a secure and standardized device environment across the Athletics Program.
- Implemented Microsoft Intune for managing Windows devices, focusing on policy enforcement, software updates, and endpoint security to maintain compliance with institutional standards.
- Developed and implemented custom onboarding and off-boarding processes for accounts in Azure AD and on-premises AD, integrating these processes with CI/CD pipelines via GitHub to automate deployments and improve efficiency.
- Led the consolidation and migration of over 20 Jamf instances into a unified Jamf Pro tenant, overseeing the management of 8,000 devices and ensuring a standardized approach across the university.
- Created and maintained custom scripts in Bash, PowerShell, and Python to automate device configurations, software deployments, and compliance checks, leveraging the Jamf REST API to enhance device management capabilities.
- Collaborated with various teams to integrate Intune and Jamf with existing security frameworks, including Microsoft Defender and Elastic SIEM, enhancing overall endpoint security and threat response strategies.
- Designed a CI/CD pipeline using GitHub Actions for automated software package deployment, reducing deployment times and ensuring consistent configurations across all devices.
- Supported the integration of Microsoft Autopilot for Windows devices, automating the enrollment and configuration processes to align with organizational DevOps practices and improve deployment efficiency.
- Worked with vendors and internal stakeholders to maintain compliance with institutional security standards, leveraging continuous integration and deployment strategies to ensure secure and up-to-date environments across all platforms.

10/2021 – 06/2022

**Helpdesk Manager,** *Texas A&M University College of Architecture*

- Managed a team of student workers to run the College of Architecture IT Helpdesk and Print Center.
- Oversaw the department's combined budget of \$750,000 that is used for software, departmental purchases, IT purchases, helpdesk maintenance, student worker wages, and print center needs.

- Acted as the primary point of contact for the Office of Information Technology, collaborating with full-time and student technicians to triage requests effectively.
- Managed and maintained a large-format print center to serve Texas A&M University and the Bryan/College Station area.
- Coordinated with vendors to enhance support for customers, maintained a large-format print center serving the university and the Bryan/College Station area, and worked with faculty and staff to innovate checkout equipment to industry standards.
- Worked with Faculty and Staff members to ensure that the checkout equipment met industry standards and pushed the boundary of innovation.
- Assisted other technicians with software package creation, workstation deployments, and other Tier 2 issues.

10/2020 – 10/2021

**End User Support Specialist,**

*Texas A&M University College of Architecture | Health Science Center*

- Collaborated with team members to address tickets in the support queue, performing troubleshooting and repairs on Windows and Apple computers, iOS devices, printers, and A/V equipment.
- Prepared computers for faculty and staff members using configuration management tools such as Chocolatey, Gorilla, Microsoft Deployment Toolkit, SCCM, and Jamf
- Launched the Health Science Center's Helpdesk, serving as the first contact support for Health Science Faculty, Staff, and Students.
- Provided comprehensive support for both Apple and Windows devices, achieving a 75% first call resolution rate.
- Assisted users with account management, email configuration, printer installations, and general application support over the phone and in-person.
- Initiated and facilitated the promotion, updates, and training for the Health Technology Care Team's Knowledge Base, enhancing customer self-service capabilities and addressing common issues effectively.
- Contributed to the mitigation of phishing attacks, offering educational support and guidance to proactively prevent future incidents within the Health Science Center

05/2018 – 10/2020

**Information Technology Support Supervisor, Abilene Christian University**

- Managed a team of student workers responsible for maintaining the campus workstation lifecycle.
- Oversaw the management and development of MDM tools, including KACE and Jamf.
- Collaborated with department coordinators to align the selection of new workstations with budgetary constraints.
- Provided comprehensive training to IT employees on the effective utilization of MDM tools, ensuring seamless integration and optimized functionality.
- Facilitated the installation of essential software, such as Code 42 CrashPlan for Endpoint Backups, Splunk, and other foundational applications.

08/2017 – 05/2018

**Technology Support Technician, Abilene Christian University**

- Served as the initial point of contact for the University's technology support services.
- Assisted faculty, staff, and students with a wide range of technology issues, from password resets to physical computer repairs.
- Assisted the Technology Support and Hardware Repairs supervisors in troubleshooting more advanced issues with Printers, Faculty and Staff workstations, and deploying new workstations across the University.
- Contributed to the mitigation of numerous phishing attacks, offering educational support and guidance to proactively prevent future incidents.

06/2015 – 03/2020

**IT Consulting**

- Developed unique configurations to align with customer specifications, addressing computing requirements, backup necessities, and security preferences.
- Designed and implemented tailored configurations to optimize and secure a consumer network.
- Provide support and implementation for password management tools, including 1Password, Bitwarden, and LastPass.
- Diagnosed and resolved computer issues, including troubleshooting and eliminating viruses through effective scanning and remediation.

# Skills

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## DevOps & Automation

- Proficient in scripting and automation using Bash, PowerShell, Python, and AppleScript to streamline workflows and automate routine tasks.
- Experienced in leveraging CI/CD pipelines with GitHub Actions to automate deployments, manage code changes, and ensure continuous integration and delivery.
- Skilled in utilizing Infrastructure as Code (IaC) tools and methodologies for scalable and repeatable deployments across various environments.

## Endpoint Management & Engineering

- Extensive experience managing Apple devices using Jamf Pro, including the creation of custom scripts, automated workflows, and policy enforcement to ensure a secure and standardized environment.
- Proficient in Microsoft Intune for managing Windows devices, implementing security policies, software updates, and endpoint configurations to maintain compliance.
- Strong background in consolidating and standardizing endpoint security tools across diverse platforms (Windows, macOS, Linux), enhancing overall security posture and operational efficiency.

## Technical Proficiencies

- Programming and scripting: Bash, PowerShell, Python, Swift, Git, Zsh, JSON, AppleScript, GO.
- Cloud platforms: AWS, Microsoft Azure.
- Security tools and platforms: SailPoint IdentityNow (IDN), Elastic / Elastic Defend, Jamf Protect, Proofpoint DLP, Tenable Nessus, Microsoft Defender.
- Configuration management and automation tools: Jamf Pro, Microsoft Intune, GitHub Actions, Terraform.

## Security Engineering

- Expertise in managing Common Vulnerabilities and Exposures (CVE) using advanced tools and frameworks to stay up to date on potential threats and vulnerabilities, including MIST and other vulnerability management platforms.
- Proficient in deploying and managing Endpoint Detection and Response (EDR) tools, such as Elastic / Elastic Defend and Jamf Protect, to enhance threat detection and response capabilities.
- Experienced in implementing Data Loss Prevention (DLP) solutions like Proofpoint DLP and conducting vulnerability assessments with tools such as Tenable Nessus Agents to ensure comprehensive security coverage.
- Skilled in integrating and managing Security Information and Event Management (SIEM) tools, including Elastic, for advanced threat monitoring, detection, and incident response.

## Management & Leadership

- Proven ability to lead projects involving the standardization and consolidation of security agents and tools across enterprise environments, driving efficiency and improving security standards.
- Skilled in managing cross-functional teams and collaborating with stakeholders to develop and implement security and endpoint management strategies.
- Experienced in building comprehensive documentation and public-facing knowledge bases to enhance transparency, user education, and adherence to security practices.
- Strong project management skills with experience in overseeing technical support operations, client platform management, and the deployment of security solutions across large-scale environments.

Certificates

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| <b>CISSP</b>   | <b>Jamf Certified Expert</b><br>Jamf 400 , Jamf 300 , Jamf 200 | <b>Jamf Certified Endpoint Security Admin</b><br>Jamf 370 |
| <b>CompTIA Secure Infrastructure Specialist</b><br>A+, Network+, Security+ | <b>ITIL Foundation 4</b>                                       | <b>Microsoft Azure Fundamentals</b><br>AZ-900             |
| <b>Google IT Support Professional</b>                                      | <b>AWS Certified Cloud Practitioner</b>                        | <b>LPI Linux Essentials</b>                               |

Education

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|-------------|---|
| 2023 – 2024 | <b>Western Governors University</b> , <i>Bachelors of Science in Cloud Computing</i>        |
| 2017 – 2020 | <b>Abilene Christian University</b> , <i>Business Administration - Financial Management</i> |