# Benjamin Monroe

*Cyber Security Analyst, Network Engineering*

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## Professional Summary

Cybersecurity and network engineering professional with experience in security monitoring, alert triage, incident analysis, enterprise networking, technical support, and IT operations. Currently serving as an Associate Cyber Security Analyst at SpearTip, a Zurich company. Experience includes SIEM monitoring, Managed Detection and Response workflows, log analysis, threat intelligence research, incident investigation, root cause analysis, technical documentation, and client communication.

## Certifications

**Active:** GSEC (SEC401); GFACT (SEC275); ITIL v4 Foundation; AWS Certified Cloud Practitioner; Linux Essentials; Google Cybersecurity Specialization; Google-CompTIA Dual Credential (IT Support); Cybersecurity Fundamentals (Google/CompTIA); Google AI Essentials; CompTIA A+; NIST SP 800-37 (RMF)

**In Progress:** GCIH (SEC504) | In Progress

## Education

**B.S. Cloud Computing**, Western Governors University. Expected 2027.

**SANS Cyber Academy**, Cybersecurity Immersion (1-Year). Started Jan 2026.

## Core Competencies

SIEM monitoring and security event analysis; Managed Detection and Response alert triage; log analysis and incident investigation; threat intelligence research; incident logging and prioritization; ITIL v4 and SLA-driven support; ServiceNow and Salesforce ticket lifecycle; Windows Enterprise, Active Directory, Linux; root cause analysis and documentation; remote support and 24x7 operations.

## Professional Experience

### Associate Cyber Security Analyst

*SpearTip, a Zurich Company | August 2026 to Present*

- Monitor and investigate security events across SIEM and Managed Detection and Response platforms.
- Triage alerts, analyze logs, and support incident investigation with threat intelligence research.
- Document findings and communicate remediation guidance to clients.

### Associate Network Project Engineer

*World Wide Technology | August 2022 to August 2026*

- Configure and troubleshoot multi-vendor network and collaboration devices per operational standards.
- Log, track, and document incidents in ServiceNow; communicate status throughout ticket lifecycle.
- Create technical documentation and work instructions supporting repeatable service quality.

### Network Configuration Technician

*World Wide Technology | July 2019 to August 2022*

- Configure, upgrade, and test networking equipment (routers, switches, servers, wireless, voice, video).
- Troubleshoot errors and perform root cause analysis on defective devices and systematic issues.
- Execute work to customer-defined requirements; verify quality through physical and logical audits.

### Technical Support Engineer

*Ethno Multimedia Group | May 2011 to Oct 2018*

- Provided Tier I/II support via phone, email, and chat, then prioritized and escalated incidents per policy.
- Performed root cause analysis and contributed to operational best practices.
- Authored knowledge base content to aid first-contact resolution and team cross-training.

## Featured Projects

**Cybersecurity Home Lab.** Network monitoring, threat detection, and incident response playbooks with Windows AD, Security Onion, and Wazuh. **Gophish Phishing Simulation.** Designed phishing awareness campaigns, captured metrics, and created response playbooks. **AI-Powered Web Development.** Designed and shipped portfolio and service websites, including BenMonroe.ai, using AI-assisted workflows.