

Chay D. Butler • CISSP, GISP, GCIA

Key Accomplishments

- Completed a Bachelor of Science in Organizational Leadership, graduating cum laude while carrying a full-time course load concurrently with demanding senior level work responsibilities.
- Achieved President's List and Dean's List honors at University of West Georgia, University College (2021-2022)
- Earned three advanced industry certifications (CISSP, GCIA, GISP), validating expertise across all security domains and confirming readiness for decision-making roles.

Work Experience

Principal Security Engineer

Verizon Corporate Information Security (CIS) • Alpharetta, GA • June 2019 – December 2025

- Served as a trusted management delegate, entrusted by the manager to help lead the team during a health crisis requiring 2+ mo extended leave, demonstrating profound reliability and leadership capacity alongside two colleagues in the leadership band.
- Functioned as a critical internal consultant for enterprise UNIX knowledge, collaborating on the Security API development and assisting Solaris Engineering with the Tenable deployment, leveraging expertise identified as a "critical resource to the larger enterprise."
- Administered UNIX IAM across the enterprise; 80k+ hosts.
- Co-Authored the Non-Person language within three annual revisions of the Account Standard document, part of Verizon's proprietary CPI-810 security framework. The closest NIST equivalency is in SP 800-207 & SP 800-63.
- Secured corporate ownership of the mission-critical, enterprise-wide proprietary UNIX IAM utility, previously owned by Sr. Principal colleagues; A structural component behind the Security API, revokes, quarterly attestations, and netgroup access control, administering 80,000+ enterprise hosts. Weekly executions exceeding 750,000, with manual fallout of 0.01%.
- Mentored and empowered Managed Cyber Services team members to develop and maintain their own RPA properties, exceeding expectations and doubling RPA activity during 2024.
- Catalyzed organizational efficiency by collaborating in the development 47 Robotic Process Automation (RPA) bots, executing 2.29 million transactions and saving over 37,000 people-hours in labor avoidance.
- Overhauled the critical access revoke process SLA using automation, improving turnaround time from 76 hours to 2 hours for more than 140,000 revokes annually.
- Innovated RPA development methodologies, including dispatcher/performer dynamics and template creation, successfully reducing new bot build time by 70%, from 5 months to 1.5 months.
- Engineered the API Mission Control Monitor, a high-availability dashboard that continuously tracks 1576 API endpoints across four environments, ensuring status updates every 15 minutes.
- Improved the enterprise toolset to support automated cleanup of over 300,000 orphaned UNIX accounts, successfully mitigating legacy technical debt and enhancing security posture.
- Championed an organizational shift to favor reliable SQL and API interfaces over traditional UI methods for automation, facilitating the transition from UI to programmatic interface for 16 core bots.
- Pioneered and deployed the Verizon VCSRS tiered support model, architecting a sustainable system (including a website and training) that enabled business transformation and streamlined support for IAM bots across multiple teams.

Security Consultant/Developer/Owner

Blessed Life, LLC • Carrollton, GA • October 2014 - June 2019

- Created responsive, cross-platform web applications, with a strong emphasis in the medical field
- Developed familiarity with medical terminology & HIPAA
- Handled ransomware incident, functioning as liaison with various law enforcement organizations, incl. Sheriff, FBI, and Secret Service
- Engineered a mobile packet capture appliance & data review service for SMB

Application Developer

Zenovia Digital Exchange • Douglasville, GA • October 2013 – October 2014

- Developer – Responsive, cross-platform web applications, with an emphasis in online marketing and advertising

IT Manager

New Leaf Distributing Company • Lithia Springs, GA • June 2006 – October 2013

- Managed staff of 5
- Overhauled website, adding support for advertising
- Pioneered video advertisements for our trade show booth, creating a promotional revenue stream
- Automated collection of product images and dimensions
- Streamlined inventory & improved pick accuracy by adding bar codes to all products and bin locations
- Automated EDI (Electronic Data Interchange) between our vendors and Amazon
- Created ONIX database for improved product bibliographic data
- Improved infrastructure by adding redundancy to server room power & HVAC, replacing all network wiring, adding fiber support for long runs, and moving most users to thin clients

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System Administrator

Web.com/Interland • Atlanta, GA • September 2001 – June 2006

- Administrated Web.com's implementation of Intermail by OpenWave, with 600,000+ users
- Developed automation using a LAMP paradigm (Linux, MySQL, PHP) to manage the Web.com Abuse Exchange mailbox, increasing analyst productivity and saving over \$35,000 annually.
- Engineered signature-based intrusion detection and alert system (an IDS. *In ~04*)
- Solved a significant issue with spam complaints, resulting in a more than 90% decrease in spam complaints against Web.com's customers in less than a year, based on a weekly average

Operations Support Specialist

ALLTEL Communications • Little Rock, AR • February 1998 – February 2001

- Collaborated on dev of ALLTEL's "ALLRef" system, a custom CMS driven reference portal used by 15,000+ employees nationwide
- Authored –
 - o Business requirements documentation
 - o All initial ALLRef content
 - o End user training documentation
 - o User Acceptance and Quality Assurance test scripts
- Worked with the programmers and development team
- As the inaugural member of the team and developer of early work protocol, taught all new manager and team members

Customer Service Representative, Retail Activation Center

ALLTEL Communications • Little Rock, AR • August 1996 – February 1998

- Onboard new customers
- Built and maintained a database-driven replacement for CSR paper reference binders

Broadcast Professional and Audio Engineer

Noalmark Broadcasting (KLAZ/KXOW) • Hot Springs, AR • January 1995 – August 1996

- Vocalist –
 - o On-air DJ duties, including special morning show character appearances
 - o Live remote and event hosting duties
- Producer –
 - o Responsible for summary segments from Oaklawn Racing Casino Resort for all races during racing season
 - o Local board operation during St. Louis Cardinals games broadcasts
 - o Local board operator for weekly Rick Dees countdown
 - o Showrunner for House Calls, a weekly doctor call-in show
- *Notable because it had been the sole career dream since early childhood*

Education

University of West Georgia (UWG)

Bachelor of Science, Organizational Leadership July 2023
Institutional GPA: 3.94, cum laude

SANS Institute

Intrusion Detection In-Depth (SEC-503) July 2018
CISSP Training Program (MGT-414) November 2019

Professional Certifications

SANS Institute

GIAC Certified Intrusion Analyst (GCIA) November 5, 2018 - Expires: November 30, 2026
GIAC Information Security Professional (GISP) March 6, 2020 - Expires: March 31, 2028

International Information System Security Certification Consortium (ISC)²

Certified Information Systems Security Professional (CISSP) February 1, 2018 - Expires: January 31, 2027

Skills

Keywords

PHP, SQL, MySQL, MSSQL, MariaDB, Linux, UNIX, CSS, HTML, Javascript, JQuery, Regular Expressions, RegEx, Perl, Shell, sh, csh, ksh, bash, UiPath, RPA, Intrusion Detection, Splunk, SIEM, NIST, HIPAA, DNS, Engineer, API, Ransomware, Incident Handling, Disaster Recovery, DRP, BCP, CyberArk, AWS, Amazon Web Services, Cloud, IAM, Slack, Atlassian (Jira, Confluence, BitBucket), GitLab