

Michael West

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<https://mwe.st>

- Information security expert and hacker with a passion for teaching and research
- Accomplished speaker, featured at DEF CON and multiple BSides events
- Innovative IT sysadmin, programmer, and DBA with 7 years professional experience
- Ready to leverage diverse skill set as well as quickly learn new skills and technologies
- Strong background in business finance and accounting
- Experience working with business stakeholders under strict deadlines
- Uniquely curious, motivated, and detail-oriented

Work

CyberArk

National Technical Advisor — Oct 2017 to present

- Advised customers regarding CyberArk products, architecture, and best practices
- Advocated security best practices in complex customer environments with varied threat models
- Drove add-on sales and generated significant opportunities through customer consulting
- Developed face-to-face relationships with customers at business meetings and CyberArk events
- Trained and mentored several technical advisors in Customer Success
- Led technical and executive response to customer escalations in West and Southwest regions
- Advocated on behalf of customers and expedited issue resolution in other business units.

Enterprise Support Engineer — Oct 2016 to Oct 2017

- Interfaced directly with customers to resolve complex issues in CyberArk installations
- Achieved SME status in CyberArk components within months of hiring
- Troubleshooted and resolved high-pressure, high-visibility outages in critical services
- Trained and mentored other support engineers in technical repair and communication skills
- Restored customer confidence with calm, decisive leadership in tense situations

Ericsson

Windows Server & Oracle Database Administrator — Dec 2015 to Sep 2016

Business Control Intern — May 2013 to Dec 2015

- Administered Windows Server VMs with IIS, Windows file sharing, and Oracle database 11g
- Managed ACLs and audited access for employees to financial data and reports
- Led design of financial database for \$120 million annual cost and revenue accounting data
- Secured IIS with HTTPs only, AD-integrated login for secure reports for 600+ employees
- Developed software with Git workflow in Java and C# to automate reports and ETL processes
- Created SQL queries and reports to calculate journal entries for cost accounting
- Designed Business Intelligence reports in SAP Business Objects Web Intelligence (Webi)

A.I. Intellectual Property LLC (AIIP)

Software Developer — July 2011 to April 2013

- Identified and fixed security faults (SQL Injections, CSRF, XSS) in legacy ASP.NET applications
- Analyzed processes and consulted with customers to design LOB automation software
- Utilized SQL Server databases for in-house development with industry-standard ERP system
- Developed custom ERP label printing software in C# tightly coupled with Zebra ZPL
- Troubleshooted critical faults in production software and hardware while minimizing downtime
- Led move of software projects from Team Foundation to Git repositories

Aircraft Inventory (AIMS)

IT Assistant — July 2011 to April 2013

- Managed servers in development and production using Windows Server and Debian on VMWare
- Designed and created Android application, AIMS Mobile
- Deployed and maintained line of business applications in C# in DevOps environment
- Provided end user support for diverse systems like printers, shipping software, and phones (PBX)
- Automated many time-consuming tasks with user-friendly applications

Projects

Additional projects hosted on [GitHub](#)

Full list of speaking engagements available on [LinkedIn](#)

barcOwned — <https://barcowned.com>

DEF CON 26 — August 12, 2018

BSides DFW — November 4, 2017

Barcodes and barcode scanners are ubiquitous in many industries and work with untrusted data on labels, boxes, and even phone screens. Most scanners also allow programming via barcodes to manipulate and inject keystrokes. See the problem? By scanning a few programming barcodes, you can infect a scanner and access the keyboard of the host device, letting you type commands just like a Rubber Ducky. This culminates in barcOwned - a small web app that allows you to program scanners and execute complex, device-agnostic payloads in seconds. Possible applications include keystroke injection (including special keys), infiltration and exfiltration of data on air-gapped systems, and good ol' denial of service attacks.

Sentry — <https://github.com/T3hUb3rK1tten/Sentry>

BSides Rochester — April 14, 2018

BSides Denver — May 12, 2018

BSides Pittsburgh — June 22, 2018

BSides DFW — November 4, 2017

Dallas Hackers Association - February 7, 2018

With social media, anyone can become "incidentally infamous" in minutes. Rather than become a social media hermit, set up Sentry: an app that will silently watch your social media for unusual behavior before springing into action to keep attention away in high visibility, low-privacy situations.

How to DoS The Global APRS Network — <https://github.com/T3hUb3rK1tten>

BSides DFW — November 3, 2018

Many radio protocols have very little security, as they were designed when equipment to transmit was expensive and difficult to obtain. With the advent of SDRs, cheap radios, and of course the internet, these protocols are wide open to attack. In this talk, we'll discuss the fundamentals of radio hacking and apply these to the Amateur Packet Radio Service. We'll discuss possible attack avenues and ways to disrupt the entire global network. Conditions permitting, we'll also demonstrate a live, localized attack on the Dallas APRS repeaters. We'll tie this in to an overall discussion of how to get started hacking your favorite RF protocols.

Education

University of Texas at Dallas — *Fall 2012 to Fall 2015*

B.S. Information Technology and Systems (MIS)

Full-time internship at Ericsson 2013 to 2015

Volunteering

Be The Match (National Marrow Donor Program) — *2015 to present*

Volunteer Ambassador, Bone Marrow Donor

New Century Hospice, Inc — *2013 to 2016*

Direct Patient Care Volunteer

RL Turner Robotics Team — *2009 to 2012*

Lead Programmer

RL Turner Newspaper — *2009 to 2012*

Associate Editor

RL Turner National Honor Society — *2010 to 2012*

Secretary, Volunteer