

Joseph D'Ambrosio

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Summary

Joseph is a highly skilled multi-talented individual with a deep understanding of infrastructure design and support as well as application development. Joseph is skilled and certified in numerous IT/Networking operations and protocols. Joseph has a strong ability to diagnose, detect and isolate equipment faults by equipment log review and deep understanding of signal flow. Joseph's experience with 911 PSAP operations and Fire/EMS emergency response allows him to handle incidents in high stress environments calmly and effectively. Joseph has the ability to communicate clearly, spoken and written, with the ability to explain security and other IT terms to IT and non-IT personnel, including the layers or ownership; developer, mid-level management, and executive management.

Education

Western Governors University	2022-2023
B.S Cybersecurity and Information Security	
Kutztown University	2020-2022
B.S Cinema, Television, and Media Production	
Minor in Social Media Strategy & Theory	

Skills & Certifications

CompTIA	September 2023
A+, Network+, Security+, CIOS, CSIS	
AXELOS	December 2023
ITIL Foundation Certification	
Extron	January 2022
Certified Control Specialist	
Google	June 2023
Cybersecurity, Google Cloud Fundamentals: Core Infrastructure, Workspace	
Datacamp	March 2022
Intermediate R, Tidyverse, Data Visualization, Data Manipulation	
FEMA/CDC	January 2022
Incident Command Structure 100,200,300,700,800, Crisis and Emergency Risk Communications	

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Professional Experience

New Castle County 911

July 2022 - Current

F/M Telecommunication Specialist I

Wilmington, DE

- Managed and directed 911 emergency responses in a fast-paced, multitasking environment
- Supported maintenance of multi tenant CAD application
- Supported remote access VPN to securely connect apparatus MDTs to CAD system
- Supported SIP based NG911 Intado phone system
- Supported Motorola trunked radio system and dispatch console infrastructure
- Handled NCIC and DELJIS data with care following SOPs/SOGs
- Maintained Active Directory for user authentication
- Followed HIPAA frameworks for patient data security
- Worked a rotating shift work 2-2-4 schedule with on call rotation

Light Action Productions

September 2022 - Current

Lighting Tech/Op, Video Production Specialist

Wilmington, DE

- Planned, deployed lighting, audio, control cabling for large scale live events
- Designed operation systems and operated lighting and video equipment
- Designed and implemented infrastructure to support production goals
- Diagnosed and troubleshooted hardware and infrastructure issues in the field
- Configured Cisco based routing and switching hardware for transport of live production data on site
- Operated MA Lighting, Avid, Telos, ClearCom, Evertz, AnalogWay, and Blackmagic Design hardware as it pertained to the production
- Contract based, working hours as needed on a per project basis

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Kutztown University

August 2021 - July 2022

Assistant Classroom Technology Manager

Kutztown, PA

- Designed, deployed, maintained installed A/V equipment
- Designed international award-winning interactive A/V installation
- Supported campuswide A/V operations including custom developed solutions
- Use of support ticketing system to manage support requests
- Created system schematics and signal/data flow documents within Visio
- Deployed Extron and Crestron hardware and custom designed control surfaces for classroom learning
- Supported remote learning via Zoom and Teams in a hybrid format with on site classrooms and Zoom/Teams/Webex Rooms with AV equipment
- Supported network operations campus wide via Fortigate Firewalls and Routers and Cisco Switching hardware
- Worked 7:00 am to 4:00pm M-F, with on-call support as needed

SEPA Industries

January 2022 -Current

Founder

Avondale, PA

- Supported IT infrastructure of numerous healthcare, hospitality, retail, and emergency response organizations
- Performed cyber security analysis, incident response, and preventative corrective action on systems in place at client sites using Splunk, Wireshark, Autopsy, and nmap
- Designed and deployed networks with pfSense, Palo Alto, Cisco, Untangle, and Fortinet network appliances configured to ensure security
- Utilized Splunk to analyze client system logs
- Utilized Shodan to perform penetration testing on client devices
- Deployed custom developed applications and endpoints to Azure and AWS infrastructure
- Supported preexisting client infrastructure and applications across on site, hybrid, and cloud (AWS/Azure) environments
- Ensured compliance with HIPAA and PCI DSS standards as they align to the CSIA triad
- Developed web and mobile applications custom to client specifications utilizing secure codebase and network transport layer security

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Avon Grove School District

September 2020 - August 2021

Technology Specialist

West Grove, PA

- Providing robust tech support and solutions to a diverse range of hardware and software issues, ensuring minimal downtime and promoting operational excellence.
- Collaborating closely with cross-functional teams to analyze, design, and deploy technology solutions that align with organizational objectives.
- Supported on site Active Directory infrastructure
- Deployed and Maintained MDM and JAMF for iOS student devices
- Migrated existing infrastructure to Nutanix AHV and implemented Disaster Recovery solution
- Supported Palo Alto based network environment for K-12 school
- Supported Cisco Catalyst 10G switching network
- Supported campus wide Digium (Asterisk) phone system & NG/E911 integrations
- Supported Aruba WLAN environment with segmented networks and guest captive portal
- Optimized IP based video streaming of district produced live broadcasts to reduce WAN bandwidth
- Supported ExactQVision IP CCTV system
- Maintained Samsung MagicInfo Digital Signage
- Maintained O365 for Employees and Google Apps for Education (GAFE) for students
- Oversaw remote learning infrastructure during COVID-19, including support for Zoom, Schoology, and content filtered take home cellular hotspots for students.
- Worked 7:00 am to 4:00pm M-F, with on-call support as needed

Avon Grove School District

August 2015 - August 2021

AGtv Chief Engineer

West Grove, PA

- Designed and maintained 24/7 live video and audio broadcast infrastructure
- Deployed and maintained custom built streaming service in a VM & HA environment
- Optimized and maintained Video/Audio over IP fiber backbone campus wide
- Repaired, replaced, installed/terminated SDI,XLR,RJ45,Fiber connections in studio
- Planned, implemented studio automation software for both 24/7 audio and video
- Documented campuswide infrastructure schematics in AutoCAD and Vectorworks
- Utilized CLI management and scripting skills to automate installation and deployment of systems and networks within broadcast environment
- Configured, operated, maintained Teradek, Blackmagic, Sony, and AVID hardware
- Worked Monday - Friday 6:00am to 4:00pm with additional as needed for events

Project Experience

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Avondale Fire Company

Infrastructure Analysis, Security Upgrade, Network Upgrade (HIPAA Compliant Org)

- Analyzed current network and performed risk assessment
- Analyzed existing contracts and completed Network backhaul upgrade while reducing cost
- Designed a 4 network (Management, Secured, Wireless Secured, and Guest) infrastructure
- Implemented upgraded network from existing 1 LAN layout
- Configured captive portal logging and authentication for Member and Guest users
- Deployed SD-WAN rules with new edge firewall/router to support hybrid infrastructure environment
- Deployed updated and secured remote VPN solution for administrative staff
- Restricted network, file, and application access based on ACLs for user groups to achieve zero trust least privilege environment
- Deployed MFA system for all user accounts
- Lead tech on migration from SmarterMail and Exchange server on prem to Office 365
- Migrated from on prem Windows Server (2008 and 2012) applications to cloud
- Migrate from HyperV VMs to a new VMWare ESXi environment
- Deployed multi-trunk IP Phone system with Ringdown support for PSAP to Site calls
- Designed disaster recovery and infrastructure backup systems to maintain business continuity
- Oversaw onboarding of MSP to manage day to day infrastructure

Five Points Fire Company

Infrastructure Analysis (HIPAA Compliant Org)

- Analyzed current network and performed risk assessment
- Prepared and delivered a C Suite level cybersecurity report to administrative staff on identified vulnerabilities and recommendations to rectify

CADAlert

Lead Software Developer

- Developed mobile app using React Native framework
- Utilized AWS AppSync to provision an API for hardware appliances to interface with cloud data and for web applications
- Created CAD plugins utilizing AWS SQS to queue all events and process data associated
- Configured AWS Lambda to send notifications via AWS SNS when triggered
- Created advanced automated ArcGIS workflow to process customer map data
- Uses Mapbox to display custom styled map for First Responders
- Designed, deployed, and managed infrastructure to support business and product
- Worked with non technical administration at client agencies to tailor application experience based on feedback