






KAYLEIGH MARTIN

CONTACT

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 (250) 920-6062

 <https://kayleighmartin.com>

 Canada & USA

EDUCATION

HIGH SCHOOL DIPLOMA

2013

Canyon Del Oro
Oro Valley, Arizona

ASSOCIATE OF ARTS

2016

Mesa Community College
Mesa, Arizona, USA

ABOUT

I am a versatile technical professional with more than 5 years of experience working in a variety of fields in the tech sector. I am currently working on malware investigation and security implementation for one of the leading website security companies in the industry. I am a multi-faceted individual and have experience working with malware investigation, troubleshooting server and website errors, and handling different CMS platforms. I also have experience navigating different web hosting companies, working with Linux servers, designing and maintaining websites, and customer support.

CORE QUALIFICATIONS

Malware Investigation
Customer Service Background
Web Hosting Specialist
Security Implementation
CMS Experience
Website Design

Problem Solver
Critical Thinker
Honest Communicator
Fast Adapter
Superb People Skills
Detail Orientated

EXPERIENCE

Sucuri - Remote

SENIOR SECURITY ANALYST | APRIL 2022 - PRESENT

MID-LEVEL SECURITY ANALYST | JANUARY 2021 - APRIL 2022

JUNIOR SECURITY ANALYST | APRIL 2020 - JANUARY 2021


- Work directly with clients via a ticketing system whose sites are infected with malware
- Navigate multiple different web hosting companies
- Work with different CMS platforms like WordPress, Joomla, Magento, and Drupal
- Safely remove malware from each site leaving content functional
- Track down malicious processes causing reinfection by reviewing server processes
- Find, investigate, research, and report undetected malware
- Recommend best security practices to our clients
- Work escalated and more difficult cases from colleagues
- Train and mentor colleagues
- Write documentation on best practices and create troubleshooting guides
- Troubleshoot basic firewall issues and install SSL certificates
- Investigate website and server errors
- Ranked 4th most productive member of the team in 2021
- In the top 10 analysts in all of Sucuri history for reporting undetected malware





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SKILLS



Linux Knowledge



Adept Security Skills



Web Hosting Proficiency



Familiar with PHP,
HTML, and CSS



Experience with
WordPress

EXPERIENCE (CONTINUED)

GODADDY MANAGED SERVICES

SOLUTIONS ENGINEER | MARCH 2019- APRIL 2020

- Communicated with high valued clients who operated their own servers
- Answered phone calls, chats, and resolved issues out via a ticketing system
- Troubleshoot, diagnosed, and fixed server and website errors
- Worked directly with GUIs such as cPanel/WHM and Plesk
- Set up domains, installed SSL certificates, and set up email accounts
- Installed and configured different CMS platforms
- Provided a white glove service to each client
- Among the top representatives who received consistent exemplary client feedback

GODADDY HOSTING SUPPORT

HOSTING SUPPORT REPRESENTATIVE | MAY 2017 - MARCH 2019


- Worked directly with clients answering phone calls & identified each client's needs
- Researched complex website issues on each call
- Troubleshoot server errors when applicable
- Assisted with fixing technical issues on the GoDaddy side
- Exceeded sales requirements while maintaining client satisfaction

REFERENCES

Liam Smith

Colleague


 liamsmith8682@gmail.com

 (310) 400-9104

Matthew Peterson

Friend/Colleague


 mattbpeterson@yahoo.com

 (520) 280-6822

Ryan Phillips


Former Supervisor

 rwphillips@godaddy.com

 (480) 233-8431

Chazz Wolcott

Former Colleague

 chazz@eq3.net

 (510) 679-2599