

# Max Layer

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**Summary:** Lifelong learner who transitioned from technical cybersecurity work into a team leader that fixes the human problems within his organization (IT service management, project management, team processes, documentation, communication, and training).

*I create resilient systems that scale beyond just me and leave my workplace better than I found it.*

## Relevant Work Experience:

### NOAA, National Centers for Environmental Information

#### Mission Support Division, IT Operations Branch

*May 2021 – Present | Full-time | Asheville, NC*

- Led my team's implementation of Scaled Agile Framework (SAFe)
  - Configured Jira and created procedures for sprint and [program increment](#) planning
  - Organized work to align my team's efforts with tangible goals of the wider organization
- Improved experience for coworkers submitting and resolving issues by overhauling Jira Service Desk implementation
  - Reduced the amount of redundant information required for customers to submit issues by rebuilding Jira customer request types and custom fields
  - Created application inventory that linked with our ticketing system in order to better triage issues and maintain a clear log of related issues
  - Created inventory of IT services that linked with our ticketing system in order to associate team members with their relevant areas of responsibility and reduce ambiguity within team roles and speed up ticket assignment
    - *See examples of such books on my [Goodreads profile](#)*
- Became team leader and mentored to shift team culture
  - Reduced the ambiguity and amount of wasted time in meetings across the team by creating team standards for communication (meeting agendas, email groups, shared calendar management, email filter standards, documentation standards)
  - Created my division's book club for studying books on creating operational excellence, which has motivated coworkers to implement improvements to their ways of working
    - *See examples of such books on my [Goodreads profile](#)*
- **References:**
  - *Current (Acting) Supervisor: [Shane Wise](#)*
  - *Former Supervisor ([VSIP](#)'d 2025): Gina Floyd ([ginamfloyd1602@gmail.com](mailto:ginamfloyd1602@gmail.com))*
  - *Former Supervisor (Retired 2024): [Stephen Mihalik](#)*

## Education: Tennessee Tech University

- M.S. in Computer Science, May 2022 (3.38 *GPA*)
- B.S. in Computer Science, May 2020 (3.55 *GPA*)
- [CyberCorps® Scholarship for Service \(SFS\)](#) student
- **References:**
  - *Graduate Advisor: [Dr. Ambareen Siraj](#)*

## Cybersecurity Competition Experience:

- [Global Collegiate Penetration Testing Competition](#)
  - Central Region: 2020 [3<sup>rd</sup> place], 2019, 2018 [2<sup>nd</sup> place]
  - National Finals: 2018
- [DoE: CyberForce Competition](#) Volunteer Red Team (2020, 2019, 2018)
- [National Cyber League](#) (2020, 2019, 2018)

## Extracurricular Student Leadership:

- Lead of [CyberEagles Offensive Cybersecurity Interest Group](#), 2019 – 2021
- President of TTU [ACM](#) Student Chapter, 2018 – 2019

## Technical Experience:

*While specific software skills are less relevant to the team leadership roles I am accepting, my technical proficiency with these tools will help me understand the work my team will be doing to a level where they can trust me to understand their needs and properly serve them*

## Software & Services:

- Atlassian suite
  - Jira
  - Jira Service Desk
  - Jira Assets
  - Confluence
- AWS
- Apache2/httpd
- Cloudflare
- Git
- Jekyll
- MediaWiki
- Packer
- SaltStack
- Terraform

## Programming:

Language	Proficiency
Bash	Proficient
SQL	Proficient
PHP	Proficient
Python	Proficient
C/C++	Rusty; it's been several years
Java	Little experience
R	Little experience