John J. Mleczko

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SUMMARY

I am a passionate self-starter with a deep sense of curiosity and a constant thirst for learning. My track record of success in a technical role and my experience implementing technology have earned my customers' trust on many occasions. In addition to my history of successful customer relations in which I developed a clear understanding of what made a difference for them, I have also created inter-departmental relationships that have helped meet goals, tackle problems, and improve productivity. I have worked in various roles and am eager to leverage my skillset in a security focused setting.

TECHNICAL SKILLS

• Python/REST API	• TCP/IP	• VMware	• AWS/Azure/GCP
• SQL Query	• SSL/TLS/mTLS	• Linux	• Windows
• ITIL/ITSM	• AD/LDAP/SAML	• Cisco Firewall	• Docker/K8S

WORK EXPERIENCE

OpsRamp, Inc.   **2021 – Present**

Sr. Channel Solutions Architect – OEM/VAR

Advising on a team that directly interfaces with customers, OEMs and partners to effectively design and build creative solutions that directly address customer issues based on best monitoring practices. Very comfortable presenting to and interfacing both with C-suite as well as a technical level audience.

Collaborating and forging strong relationships internally with Engineering/PM to continually address market and drive solution improvements.

Listening to the needs of partners and customers to help drive a successful outcome for all. The best deals have been where I have gotten into a deep discussion around use cases, needs, lack of visibility, etc. Asking questions is the best way to really understand the issues.

Innovating on ways to constantly tweak how we pull data into the platform and increase usability within a complex hybrid environment through a deep understanding of common issues faced by customers.

Enabling partners through marrying a compelling technical story with a business value outcome and on how our product is uniquely differentiated to achieve that outcome.

ScienceLogic, Inc.   **2015 – 2021**

Sr. Solutions Architect

Project: Helped partner spin up a lab and discover Hyperconverged environment, Application, Networking, Virtualization, Compute, Storage and Cloud

Use Case: Hybrid monitoring. Partner was working with customers and needed visibility into how their infrastructure mapped up into applications.

Result: Built a solid relationship with partner. Together, we closed a large deal by not only helping end user gain performance stats, relationships and anomalies, faster troubleshooting time across multiple environments, but also by building out C-level visualization. Additionally, by creating and owning value-based relationships at all levels in customer/partner organization, it afforded me a deep understanding of goals and objectives as well as the opportunity to articulate how our offerings address their specific needs.

Project: Automation – Leveraged Python/API calls to write a script that would take in event data, segregate it based on a field within the event; in this case, it was the event description. The script would build a dictionary where any message that fits the criteria would be added as multiple values to the same key. Then, the dictionary would get reversed so all the events, based on that criteria, would be mapped to a specific key. That would then be passed to ServiceNow.

Use Case: Prior to the project, groups had to search through incidents for topics that pertained to their group. There was a need to take scrubbed data and pass into ServiceNow, with the functionality of placing incidents within specific assignment groups in ServiceNow.

Result: Within ServiceNow, there is an 'Assignment Group' that would receive incidences pertaining specifically to just that group. This increases efficiency and has a greater and quicker ROI for the SL1 platform.

VSS Monitoring   2012 – 2015
Solutions Consultant – US Service Provider/Enterprise

Project - Built out lab demo/poc showcasing "Security in Series" feature. Consisted of chaining multiple tools (WAF, IDS, DLP, etc.) in series through the VSS VProtector appliance.

Use Case - Our customers were able to achieve a centralized tooling, minimizing the need to have all traffic through all devices. VProtector allowed filtered traffic, so only the relevant type of traffic would be directed to the correct tools. ie. WAF inspects all traffic, whereas IDS looks for malware only, filters out all TCP and sends to IDS. While DLP will be looking at data from a specific subnet to protect IP. Additionally, this removes a single point of failure

Result - Through setting up lab/poc environments, we eliminated the need for individual POC's with various vendors which considerably decreased the sales cycle and showed the customer a shorter time to ROI.

Project - Built python script to leverage data from vSlice and vSpool - an offset filter allowing a packet to be sliced off so the tool can reach into the payload and pull out filtered portions of data to be used for mapping user data to IMSI information. Additionally, created python script leveraging regex to mask CC#'s and protect user privacy.

Use Case – Customer needed to gain visibility into very specific cellular data without being inundated with information

Result – The customer was able to efficiently pull out only the information needed.

Presidents Club winner
Second highest revenue for a single sale in company history

Ixia Communications, Inc   2008 - 2012
Solutions Consultant – Bay Area

Advised sales teams on effective ways of positioning our products, solutions and services. Used my deep understanding of our products, solutions and services to help onboard, educate and enable our partners, and support them in sales cycles. Additionally, created collateral, contributing to programs and collaborating with other team members to meet individual clients' needs. Enjoyed being the voice of the customer and community to communicate needs, gaps, and enhancements to our engineering and leadership teams.

President's Club Winner 2010, Tripled territory and attained quota 2009 – 2012

Shopzilla   2006 - 2008
Network Operations Administrator

Facilitated in day-to-day operations of production web traffic, worth approximately average of $800k/day in revenue. Involved maintenance, troubleshooting and designing network infrastructure.

Access Options, Inc.   2004 - 2006
Operations Manager

Pluris   2000 - 2002
Networking/Routing QA Manager/Sales Engineering Support/Release Manager

EDUCATION

- BS in Electronics Engineering Technology - DeVry Institute of Technology – Chicago, IL
- CISSP
- Various Python, Data Science and Cloud courses
- Maintain a home lab (Vcenter – 2xESXi Hosts/multiple VM's/OS's, Cisco switches/routers, NAS, Docker, K8's, firewall), Kali/Metasploitable
- AWS – CloudGoat/Cloud Conformity

PERSONAL INTERESTS

- Backpacking leader/instructor, Wilderness First Aid/CPR certified, Certified SCUBA diver, Rock Climber, Olympic distance triathlon finisher, Arduino/Maker. Volunteer with Foster Youth.