

JOSHUA STONE

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jstone.dev

CORE COMPETENCIES

- Email Security (Mimecast)
- XDR/SOAR (Taegis XDR)
- Identity & Access Management (Entra ID, ADManager)
- Security Awareness (KnowBe4)
- Network Security (Cato Networks)
- Cloud Security (AWS IAM)
- PCI DSS v4.0 Compliance
- Vulnerability Management (Taegis VDR, Qualys)
- Malware Sandboxing (ANY.RUN)
- Third-Party Risk (UpGuard)
- Python Automation & API Integration
- Linux Administration (Kali, Ubuntu) · SSH

PROFESSIONAL EXPERIENCE

Cinch Home Services | Boca Raton | May 2024 – Present

Information Security Analyst | August 2024 – Present

- Own PCI DSS v4.0 compliance across two consecutive assessment cycles, developing and maintaining security policies, procedures, and standards, and gathering control evidence. Currently evaluating ISO 27001 as a next target.
- Led revision of the organization's BCP and DR plan, refreshing outdated documentation to reflect current infrastructure and processes. Coordinated with cross-functional teams and presented updates to leadership.
- Investigate insider-threat and data-handling cases via Incydr DLP, from initial detection through resolution, including substantiated cases with disciplinary outcomes. Implement preventative controls such as restricting GenAI tool access to authenticated business accounts only.
- Designed and deployed Mimecast policies across multiple phishing vectors, including executive impersonation, QR-code phishing, and ACH/payment fraud, and led company-wide rollout of KnowBe4's Phishing Alert Button, cutting organizational phishing risk score by roughly 80% (from 51 to 10).
- Lead incident war rooms and deliver executive-level briefings for active security incidents, coordinating across SecOps, SysOps, and DevOps.
- Engineer SOAR playbooks and develop new detection use cases to reduce MTTR and streamline triage across the SOC's detection stack.
- Conduct security assessments and risk analysis across the organization's IT infrastructure, maintaining risk registers, threat/risk assessments, and incident response playbooks. Onboard new security hires and conduct company-wide cyber awareness training.
- Implement, configure, and maintain enterprise security tools including Varonis, Mimecast, Taegis XDR/VDR, Cato Platform, Cato Firewalls, Cato EPP, Cisco AMP, and Cisco Umbrella, reducing attack surface across the environment.
- Monitor SLA adherence for vulnerability remediation, escalating missed critical or high-priority tickets.

Cybersecurity Intern | May 2024 – August 2024

- Rotated across identity administration, endpoint security, and SIEM monitoring.
- Support access reviews and alert triage.
- Assisted with the security ticketing queue, documenting incoming requests to support team response times.

SpareZ Bowling Center | Davie | March 2021 – May 2024

Supervisor, Customer Service Representative (CSR) | November 2022 – May 2024

- Supervise and schedule a team of CSRs, coordinating shift coverage and daily task assignments.
- Training and onboarding new CSR hires on front-desk procedures, lane operations, and customer service standards.
- Served as the primary point of escalation for customer issues, resolving complaints and service disruptions in real time.
- Coordinated with party/event staff and back-of-house technicians to ensure sufficient coverage during high-volume periods (weekends, group bookings).
- Monitored day-to-day operations to ensure tasks were completed to standard across the shift, stepping in directly when staffing was short.

Customer Service Representative (CSR) | March 2021 – November 2022

- Provided front-of-house customer service, including shoe fitting/exchange and lane assignment for guests.
- Assisted with party and event setup for group bookings, coordinating logistics (table setup, guest flow, beverage service) alongside event staff to ensure smooth execution.
- Supported behind-the-scenes lane operations, assisting technicians during equipment issues or staffing shortages.
- Maintained kitchen and front-of-house inventory through regular restocking to support daily operations.

Capsicum Group | Fort Lauderdale | 2020 – 2023

Digital Forensics Assistant (Volunteer)

- Performed forensic imaging using FTK Imager and Autopsy; handled evidence labeling and asset management system entry following chain-of-custody procedures.
- Conducted secure drive wiping using Falcon Neo; performed data de-duplication, normalization, and CRM data management.

PROJECTS

SecOps Account Lockout & Enable Portal | jstone.dev/projects/user-lifecycle-portal

- Replicated the functionality of a SecOps account lockout/enable tool used at Cinch Home Services, rebuilding it independently from scratch in a personal lab environment — implemented the full workflow (user lookup, lockout, re-enable) via PowerShell/Microsoft Graph API without access to the original codebase.

Security Alert Triage Dashboard | jstone.dev/projects/alert-triage-dashboard

- Built and deployed for Cinch's SecOps team, merging scattered ticketing-system security alerts into one filterable, category-sortable view for faster triage.

EDUCATION

B.A, Computer Science | Florida International University | 2026

Associate of Arts | College Academy at Broward College | 2023

PROFESSIONAL DEVELOPMENT

- CompTIA Security+
- CompTIA CySA+ (In Progress)
- AWS Cloud Practitioner (In Progress)
- Pursuing master's degree in Cybersecurity at FIU, Florida