

Brett Hillis

Solution Finder • Systems Engineer • Security & Infrastructure Specialist

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Core Skills

- Email & DNS Security – Mimecast, phishing campaigns/training, SPF/DKIM/DMARC, Exchange Online, Windows DNS
- Microsoft/Azure – O365 admin, PowerShell, Intune, Azure RBAC, AD/Windows Server
- Networking & Edge – Fortinet firewall admin, Cisco Meraki, Brocade & Extreme switches (VLANs, ports, site templates)
- Virtualization & Backup – VMware/VxRail (snapshots, patching, vMotion), Rubrik backups/offsite retention
- Vulnerability & Endpoint – Nessus scanning, Endpoint Central, Cylance AV admin
- Ops & Automation – Jira & Freshworks, VisualCron automation, remote tools, 8x8/ShoreTel VOIP
- Business Apps & CRM – Salesforce, HubSpot, XP2 Fiserv, Origence LOS, NCR ITMs, SQL fixes
- Desktop Support – Broad Windows support; 50+ business apps

Professional Summary

Resourceful IT professional with a decade of experience modernizing, securing, and supporting enterprise technology in the financial sector. Recognized for bridging technical complexity with business clarity. Hands-on experience across security, networking, virtualization, and cloud, with a consistent record of delivering resilient solutions that improve user experience, reduce vendor dependency, and mitigate risk.

Texas Tech Credit Union — Systems Engineer

2017–2024, Lubbock, TX

- Directed the implementation of DMARC “reject” policies alongside SPF/DKIM hardening, significantly reducing spoofing and phishing risks.
- Architected and deployed Fortinet firewall environment integrated with Active Directory; authored policies/zones to support secure expansion into new sites.
- Helped lead Freshworks → Jira migration, designing department-specific workflows and automation that streamlined IT operations.
- Managed VMware/VxRail clusters including patch cycles, host migrations, and snapshots to ensure high availability with minimal downtime.
- Validated and executed Rubrik backup/restore strategies, ensuring offsite retention and proven recovery in compliance with business continuity standards.
- Ran vulnerability management program with Nessus, triaged findings, and coordinated patch remediation via Endpoint Central.
- Administered MDM and endpoint security using Microsoft Intune and Meraki; improved visibility, compliance, and user onboarding experience.

Plains Capital Bank — IT Systems

Administrator

2013–2017, Lubbock, TX

- Maintained on-prem Internet Banking server infrastructure, ensuring uptime, security, and regulatory compliance.
- Introduced in-house SQL reporting capabilities, reducing reliance on vendors and improving turnaround time for management data requests.
- Collaborated with vendors to troubleshoot and resolve integration issues for core banking applications and online services.

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Victories & Accomplishments 🏆

- **Security Committee Founder:** Co-founded committee with CISO/IT Director; provided quarterly updates to executives and managers, engaging every business lane. Agenda included phishing/social engineering awareness, monthly phishing campaign reviews, vulnerability updates, and an open forum for front- and back-office concerns.
- **Email Security Upgrade:** Led migration from Proofpoint Essentials to Mimecast. Designed routing and policies, coordinated with support, and trained all end users on security tools and workflows.
- **Hybrid Cloud Migration:** Helped lead transition from on-prem Microsoft AD/Exchange to hybrid O365. Configured Azure AD syncs, enabled Teams, SharePoint, OneDrive, and Exchange Online. Conducted user training across departments. Resulted in better backups, faster communication, and improved member engagement.
- **Datacenter Migration:** Planned, mapped, and executed full infrastructure relocation with vendors. Relit TTCU's tech stack with only ~8 hours overnight downtime.
- **Internal Ticketing System Conversion:** Assisted with Freshworks → Jira/Confluence transition. Gathered requirements, captured department use-cases, and helped design tailored spaces and automations.
- **New Location Additions & Mergers:** Deployed networks and WAPs in newly acquired or merged locations. Facilitated migration from legacy banking systems to standardized TTCU infrastructure and applications.
- **CRM & Website Integration:** Supported technical migration from HubSpot to Salesforce & Salesforce Marketing Cloud. Configured email and web DNS for continuity and security.
- **Email Authentication Hardening:** Implemented Mimecast DMARC, SPF redesign, and DKIM alignment across vendor sending sources. Improved deliverability and reduced spoofing risks.
- **“Trust but Verify” Training Program:** Authored and led annual small-group InfoSec training sessions. Reinforced organizational motto by reviewing phishing attempts and global threat examples to improve awareness.
- **Employee Recognition:** Twice Employee of the Quarter and once Employee of the Year.