

Benham Haynes

Systems Administrator | Cybersecurity | Incident Response

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xpop3.github.io • github.com/xPop3

CEH (EC-Council) • CompTIA Security+ • C)DFE (Certified Digital Forensics Examiner)

SUMMARY

Systems administrator at a managed service provider supporting multiple client environments across Microsoft 365, Entra ID, Intune, firewalls, and wireless networks. Hands-on incident response experience with Huntress, ESET, and Barracuda, from account lockdown through investigation and client reporting. Holds CEH, Security+, and C)DFE, is completing a Network Administration degree Summa Cum Laude (4.0 GPA), and leads nationally ranked cyber competition teams. Brings 10+ years of client-facing and operations management experience to technical work where communication matters.

EXPERIENCE

Systems Administrator, GripD dba Get IT Right Solutions (MSP)

Apr 2026 – Present

- Respond to security incidents using Huntress, ESET, and Barracuda: lock down compromised accounts, investigate scope, and deliver incident reports to clients.
- Administer Microsoft 365, Entra ID, Intune, Exchange Online, and Google Workspace across client tenants, including user lifecycle, dynamic distribution groups, and Copilot policies.
- Configure and manage SonicWall and Fortinet (FortiGate, FortiCloud) firewalls, Ruckus and MikroTik access points, and IPv6 hardening on client networks.
- Integrated a customer phonebook into GoTo Connect and built a GoTo wallboard TV display for live call queue visibility.
- Ran Gophish phishing simulation campaigns for client security awareness training.
- Provide end-user and remote support through NinjaRMM, Tactical RMM, and RepairShopr; track assets in Snipe-IT and manage credentials in Keeper.
- Manage Apple Business Manager and Verizon Business accounts for client device fleets.

Assistant and IT Support, RM Volpe & Associates

2008 – 2011, 2017 – 2020

- Supported a small office network, workstations, plotters, and peripherals.
- Handled scheduling, client communications, invoicing, and check processing.

Hairstylist, Vogue Salon

Sep 2021 – Dec 2025

- Built and retained a personal client base through consultation and consistent service in a fast-paced salon.

National Retail Compliance Coordinator, SmartCircle

2015 – 2017

- Audited retail locations nationwide against company and regulatory standards and delivered training to close compliance gaps.

Assistant Manager, Popeyes

2011 – 2015

- Ran daily operations, trained staff, and handled cash and inventory control.

PROJECTS

AI Privacy Sanitization Gateway

- Designed and built a privacy gateway for an AI help-desk agent that replaces real customer identifiers with reversible pseudonyms before any external-model request, irreversibly redacts secrets, and fails closed when it cannot prove a request is safe, so the external model never receives live customer data.
- Added schema-aware sanitization for ticketing and new-user provisioning data, reversible restoration only at approved local boundaries, and privacy audit logging of every outbound request.

ShadowApple (Saddleback Cyber Builders and Breakers Group)

- DIY WiFi Pineapple on a GL-AR300M router running OpenWrt and PineAP, built for club wireless security demos. Full build log and defensive hardening write-up at xpop3.github.io.

Homelab, Proxmox Security Lab (Dell T7910, PowerEdge R520)

- Segmented attack network on its own bridge with Parrot OS and Metasploitable targets for penetration testing and Active Directory exploitation practice.
- SonicWall TZ500 gateway, UniFi AP, AdGuard Home DNS filtering, and a WireGuard VPN gateway in LXC containers, Tailscale for remote access.

New-User Onboarding Automation

- Built an onboarding automation app with Power Apps and Power Automate that standardizes account provisioning across Microsoft 365 and Entra ID, cutting repetitive manual setup for every new user.

Guest WiFi Captive Portal

- Designed and deployed a guest WiFi captive portal with SMS sign-in across cloud-managed access points; diagnosed and fixed a sign-in failure caused by a MAC/IP encryption setting conflict between the portal and the AP controller.

COMPETITIONS AND LEADERSHIP

- Team Lead, CIRCUS Incident Response Competition: 2nd place 2025 and 2026 (2026 event sponsored by Anthropic).
- Team Lead, SoCal Cyber Cup: 8th of 540.
- Team Lead, NCAE CyberGames: 5th of 16.
- Competitor, WRCCDC; active on HackTheBox and TryHackMe.
- Leader, Saddleback Cyber Builders and Breakers Group (SCBBG); Class Liaison, Saddleback CS Department.

EDUCATION

A.S. Network Administration, Saddleback College	2024 – Oct 2026
GPA 4.0, Summa Cum Laude · Certificate of Achievement, Security Analysis	
Cosmetology, Toni & Guy Academy	2019 – 2020

CERTIFICATIONS

- Certified Ethical Hacker (CEH), EC-Council
- CompTIA Security+
- Certified Digital Forensics Examiner (C)DFE)

SKILLS

Security & IR	Huntress, ESET, Barracuda, Wazuh, Velociraptor, Volatility 3, Autopsy, FTK Imager, Metasploit, Nmap, Burp Suite, Wireshark, Impacket, Gophish
Identity & Cloud	Microsoft 365, Entra ID, Intune, Exchange Online, Active Directory, Google Workspace, Apple Business Manager, Power Apps, Power Automate
Networking	SonicWall, FortiGate, FortiCloud, Ruckus Cloud, MikroTik, UniFi, IronWifi, VLANs, WireGuard, Tailscale
RMM & Tools	NinjaRMM, Tactical RMM, RepairShopr, Snipe-IT, Keeper, GoTo Connect

Systems
Scripting

Windows Server 2022, Proxmox, Hyper-V, Kali, Parrot OS, Ubuntu, Rocky Linux, Debian
Python, Bash