

AARON M. HULETT

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SECURITY SPECIALIST | EMERGENCY RESPONSE COORDINATOR

Technology and cybersecurity professional with experience in response coordination, third-party partner program management, event management, malware analysis and remediation, and project management. Collaborative internal consultant developing partner relationships, creating/implementing policies, tracking compliance, and training teams to improve productivity. Support legal teams in domestic/international legal casework, including review of technical documentation, contracts, and legal agreements. Maintain professionalism during challenging situations and emergencies. *Core competencies include:*

Spyware Research | Software Development Engineering | Cross-functional Collaboration | Risk Assessment | Budgeting
Malware Response Management | Root Cause Analysis | Process Improvement | Community Emergency Response
Event Scheduling | Microsoft Office (Word, Excel, PowerPoint) | SQL | MS COSMOS | SmartScreen | Active Directory

PROFESSIONAL EXPERIENCE

MICROSOFT CORPORATION, Redmond, WA

Jan 2006 – Mar 2017

Program Manager II, Windows Defender Labs (Aug 2014 – Mar 2017)

Managed response to customer escalations as U.S. response coordinator. Organized response analysts' responses to suspected malware samples. Supported internal partners by prioritizing cross-group relationships and contacted external customers to resolve incidents. Led external security partnership programs: Virus Information Alliance (VIA), providing access to telemetry and Macro Virus Initiative (MVI) antimalware industry group. Adapted priorities to align with frequent management changes and communicated modifications to program partners.

- Organized annual Microsoft Security Response Alliance (MSRA) summit, generating high attendee scores in post-summit surveys and sponsorship renewals. Coordinated with other partner program owners to invite/schedule speakers and develop conference tracks based on target audiences. Created, tracked, and completed project within \$135,000 budget. Updated summit stakeholders on upcoming Windows security changes and collaboration efforts.
 - Responded to last-minute request for additional attendees and proposed budget increase with potential return from investment. Modified amenities and logistics and added seminar track/topics.
 - Served as master of ceremonies, speaking in front of 300+ security researchers, government representatives, IT managers, and industry professionals.
- Coordinated Malware Eradication (CME) industry partnership programs that eradicated malware families. Defined membership criteria and application process, reviewed legal agreements, and created documentation to share with applicants.
 - Provided analysis on collected malware data to research and author malware content of Microsoft Security Intelligence Report (SIR). Contributed to related communications, including blogs, presentations, and press inquiries.
- Replaced Blind Carbon Copy emails to VIA members and established member centralized tracking/database. Researched contact relationship management system (Dynamics CRM) and collaborated with internal team using system to create single, user-friendly database, allowing for synchronized communications and planning.
- Implemented DocuSign for VIA agreements, replacing two-week process for hard-copy contracts with five-minute electronic agreement/signature process.
- Partnered with lab management team to implement FTP server to share infrastructure/agreement data with security companies and provide legal framework. Automated daily upload from partner team's SharePoint site to FTP server. Completed project in two weeks.
- Trained malware incident response coordinators on Dynamics CRM, documented system functions in OneNote, and created instructional videos, enabling team members to complete VIA tasks independently.
- Developed metrics for tracking responses to customer escalations and requests in detail and drove creation of real-time KPI portal to improve team performance.
- Collaborated with building coordinator while serving as Building Emergency Response Floor Captain.

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MICROSOFT CORPORATION, Redmond, WA

Continued

Software Development Engineer, Malware Researcher (Jan 2006 – Aug 2014)

Analyzed spyware, adware, and other potentially unwanted software, adding detection as appropriate and updating Microsoft's Objective Criteria analysis guidelines to keep in step with new behaviors. Responded to software vendors' questions on program detection by Microsoft products, documented evidence, and recommended action steps and responses to Legal and Corporate Affairs.

- Assisted litigation team in preventing \$23M loss by collecting evidence, authoring legal memorandums, and testifying during international lawsuit involving classification of advertising program as adware.
- Collaborated with Microsoft Research group to develop new system and method for detecting malware (U.S. Patent 9021590).
- Reviewed business continuity planning to sustain external vendor relationship management in case of outage or other disaster. Identified end-to-end gaps, conducted risk assessment, and worked with business continuity management team to plan and implement mitigations.
- Educated Windows Defender Security Labs research team on best practices to ensure consistency and minimize Microsoft's legal risk.
- Developed and managed internal policy for Microsoft's Objective Criteria, enabling malware researchers to consistently apply policy during research of software for potentially unwanted behaviors.
- Formulated retention policy to maintain researchers' access to malware sample collection to mitigate legal risk.

THE PRESS, INC., Allenton, MI

Jun 1993 – Jun 2005

President

Contracted with Mischel Internet Security in Linköping, Sweden to analyze worms, trojans, spyware, and other malware, and to manufacture and ship CDs for TrojanHunter. Provided computer-consulting services to home users and small businesses, including network layout, and computer assembly, upgrades, and maintenance.

VOLUNTEER ACTIVITIES

ARRL NORTH TEXAS, Dallas, TX

Apr 2019 – Present

Section Traffic Manager, National Traffic System (NTS) Emergency Communications Service

Educate amateur radio volunteers across the US and Canada on emergency communications skills. Coordinate NTS response during major incidents, including Hurricane Laura. Provide training for US Department of Defense-sponsored military auxiliary exercise utilizing the NTS. Collect and share monthly statistics via newly created online dashboard.

DENTON COUNTY, TEXAS, Denton, TX

Oct 2017 – Mar 2020

Community Emergency Response Team (CERT) Instructor, Firefighter Rehab Lieutenant

Educated Denton County residents on emergency preparedness, creating community resilience against disaster and ability to self-sustain while long-term solutions are implemented. Redesigned FEMA materials to utilize newer PowerPoint features and take a crawl-walk-run approach when teaching CERT skills. Responded to emergencies including searching for missing persons, managing traffic accident scenes, and other first responder functions.

Additional volunteer activities include Firefighter Rehab and Webmaster of Box 620, Little Elm, TX; Kirkland Office of Emergency Management CERT Instructor, Kirkland WA; Founder and Treasurer of Coppell Amateur Radio Enthusiasts, Coppell TX; Secretary of Highpoint Oaks HOA, Lewisville TX; President/Treasurer of Michigan Street Condo Association, Kirkland, WA; Secretary-Treasurer of Puget Sound Repeater Group, Seattle, WA; and Notary Public, Kirkland, WA

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science (BS) in Engineering: Computer Engineering - OAKLAND UNIVERSITY, Rochester, MI

Project Management and Paralegal Studies Certificate Programs - UNIVERSITY OF WASHINGTON, Seattle, WA