

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

OVERSEE MY IT, Lewisville, TX

May 2021 – Present

Client Experience Manager

Provide IT services and support to healthcare providers and other organizations across the Dallas/Fort Worth Metroplex and the United States. Led development of internal continuity plan to maintain support during outages. Streamlined client site discovery and rollout through custom PowerShell scripts.

- Develop project plans and code changes, such as architectural updates to a client's custom web app, SQL database, and integration with DocuSign; drive security incidents including potential data breaches and potential stolen equipment, developing incident-specific plans of record with check-in intervals and regular client updates throughout investigation and resolution; and provide engineering support for Network and Security Operations Center alerts and client support requests.
- Developed a business continuity plan for our service department, including offline documentation processes and forms for incident recordkeeping, enabling our support team to consistently document requests throughout outages and reduce delivery time of Reason For Outage (RFO) reports to clients from days to hours.
- Reviewed and updated service contracts, placing common elements into a Master Service Agreement for a clear, consistent approach across all services, and individual Service Attachments outlining service-specific deliverables, exclusions, and SLAs, replacing legalese with clearer language where possible to help reduce potential misunderstandings and ambiguities.
- Developed PowerShell scripts to streamline key business functions, including environment data collection for potential new clients using Network Detective, and new site rollout scripts to streamline deployment.

MICROSOFT CORPORATION, Redmond, WA

Aug 2014 – Mar 2017

Program Manager II, Windows Defender Labs

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.

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- 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.
- Implemented DocuSign for VIA agreements, replacing two-week process for hard-copy contracts with five-minute electronic agreement/signature process.

MICROSOFT CORPORATION, Redmond, WA

Jan 2006 – Aug 2014

Software Development Engineer, Malware Researcher

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.

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.

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