
CHARLES JOSEPH ELLER

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Passionate about cyber defense, contributing to open-source projects, and working with new technologies.

EXPERIENCE

Write.as – Silver Spring, MD

September 2019 - Present

Community Manager

- Manages [community forum](#) by creating topics, answering questions, and encouraging participation.
- Leads community initiatives like [custom blog themes](#) and an [app showcase](#) that features the product's API.
- Assists in creating security policies for potential threat vectors such as spam and account theft.
- Writes and publishes [user documentation](#), [social posts](#), and monthly updates.
- Oversees customer support end-to-end through all channels.
- Helps maintain open-source [repositories](#) through reviewing & creating pull requests, issues, and feature requests.

Terrapin Information Services - Silver Spring, MD

April 2018 - August 2019

Junior IT Consultant

- Actively maintained workstations and servers for clients — adding new users to Active Directory, maintaining certificates on email servers, and patching workstations on an as needed basis.
- Participated in incident response procedures for clients, from recovering data from malware attacks to helping create hardening strategies for future threats.
- Reported to client's Board of Directors quarterly on IT KPI's such as increasing LMS sales revenue 14-fold and decreasing IT operations costs by 10%.
- Oversaw migration from old CRM to new CRM: data migration, correcting inconsistencies, managing data flow through forms and API's with Python.
- Led transition to new LMS software and trained staff on software updates and procedures.

Noetic Series – Middleburg, VA

January 2016 – January 2018

Senior Content Strategist and Creator

- Engaged in supplementary research via primary and secondary sources to incorporate within the content.
- Utilized Google Suite and Microsoft Word with broader team to develop research methodologies.
- Organized research and thoughts into a programmatic structure.
- Recorded and edited content via iMovie and audio software.
- Transferred content into Soundcloud, Youtube, and long form blog posts
- Led a post-mortem analysis of finished content to further develop research and presentation strategies.

PERSONAL PROJECTS

- Participates in CTF's like TryHackMe, HackTheBox, and recently the SANS Community CTF.
- Actively experiments with cyber security distributions like Kali Linux and Active Countermeasure's ADHD.
- 100 + blog posts about technology and media ([blog](#))

EDUCATION

Masters in Music (Instrumental Performance – Classical Guitar) • Shenandoah University • May 2016

Bachelors in Music and English • Magna Cum Laude • Mount St. Mary's University • May 2014