

John Horsfield

(201) 988 6719

[LinkedIn Profile](#)

john@sudolabs.systems

[GitHub](#)

PROFESSIONAL SUMMARY

DevOps Engineer and security practitioner with hands-on experience designing, deploying, and operating multi-node virtualized environments running production web services, VPNs, and DNS infrastructures. Background spans Linux systems administration, network configuration, zero-trust remote access, and email authentication. Cybersecurity consultancy delivering penetration testing, vulnerability assessment, and virtual CISO advisory services.

QUALIFICATIONS

Jira, ZenDesk	IaaS Cloud AWS Azure Vultr	Containerization - Docker	Ubuntu, Debian, Kali, Suse, Fedora, Mint, Parrot
qwen3.8, deepseek-r1:8b, and llama3.1	HIPAA	Virtualization – VirtualBox, VMWare	Hypervisors – Proxmox Vsphere ESXi
Telehealth	Python, HTML	Compliance	KPI Crusher
DevOps	Metasploit / Metasploitable	Penetration Testing	Disk / Message Encryption
Enterprise Sales	Machine Learning	OpenVas, ReNgin 2.0	Linux, Windows, OSX Installation & Maintenance

CAREER EXPERIENCE

Neighbory Software | January 2026 – Present |

Tech Touch Customer Success Manager

- Operate a signal-driven monitoring workflow across 150+ monitored entities, tuning alert thresholds to suppress noise while preserving true positives.
- Triage incoming risk signals by severity and impact, escalating according to documented criteria — the core loop of alert handling, applied to client health telemetry.
- Maintain documented response procedures for recurring signal types, reducing time-to-action and ensuring consistent handling across cases.

ORLabs | October 2022 – Present |

DevOps Engineer

- Architect and deploy Proxmox VE hypervisor environments hosting concurrent virtual machines, allocating CPU, memory, and storage resources across workloads including VPN, federated social platforms, and self-hosted LLM inferences.
- Provisioned and hardened Ubuntu Server 24.04 LTS guests from bare installation through production readiness, configuring systemd service units, user and group permissions, package management, and unattended security updates.
- Designed and administered a segmented lab network using pfSense, managing DHCP static lease assignments, address pools, and firewall policy for 12 hosts across a /24 subnet.
- Prepare reports of vulnerabilities, breaches and assess damage
- Deployed a WireGuard VPN server providing encrypted remote access to internal lab resources, replacing exposed service endpoints with a single authenticated tunnel.
- Integrated a third-party SMTP relay to deliver transactional mail for a self-hosted platform, resolving deliverability failures that had blocked user account verification.
- Helped develop new breach data product using market analysis and business intelligence
- Develop best practices internal and external (customer) security plans

TotalABA | January 2020 – October 2022 |

Director of Customer Success & Sales

- Manage 90+ accounts including all enterprise customers
- Work with customers to implement and configure our software which was built on the Salesforce
- Found “bug” in mobile app that delayed deployment – I inadvertently set the proper permissions that allowed the app to function properly. We copied my permission set and deployed to customer base as fix.
- Found “bug” in web app that was not allowing a customer to print a treatment plan – By replicating what the customer did in their environment I found out that there was an abnormally low file size limit for this specific page after seeing what the error message was.
- Installed VirtualBox on the computers of my team to virtualize Android and install our mobile app for product demos of the app for prospective and current customers
- Created and closed the largest opportunity in company history – est \$40,000 mrr
- Highest number of demos on sales team
- Collaborated w/ marketing to develop cross-sells / upsell campaigns to increase revenue by 20%
- Collaborate externally with customers and internally with development to guide and refine product roadmap
- Exceeding monthly KPI's by 15%
- Partner with business analysts to identify metrics and reports for KPI's of the teams
- Proactively contact customers to renew contracts
- Mitigate risk by determining at risk clients through metrics such as usage and worked with them to limit churn to under 5%
- Used high touch personal attention to increase customer satisfaction
- Built drip campaigns and email sequences for sales team

CentralReach | August 2017 – December 2019 |

Senior National Account Executive | January 2018 – December 2019

- Closed over \$1,100,000 ARR in 2019 – 140% of target
- Tested web app and mobile app and reported bugs
- Installed VirtualBox on the computers of my team to virtualize Android and install our mobile app for product demos of the app for prospective and current customers
- Continuously exceeded all KPI's by at least 20%.
- Closed the highest number of deals in 2018.
- Consistent top performer with highest number of demos in 2018.
- Maintained a 99% + customer retention rate allowing only 1 churn.
- Highly organized and persistent, able to effectively manage territory while uncovering new opportunities.
- Helped maintain integrity of the data in the prospect database.
- Achieved a minimum of 110% of goal for demos booked in 2017

MagicJack | March 2015 – August 2017 |

Senior Key Account Manager

- Increased net new sales by 20%
- Exceeded sales targets and kpi's
- Maintained a 99% customer retention rate
- Assisted in pre / post sales engineering
- Identified a new target market and helped form relationships with resellers
- Developed and executed marketing plan.

EDUCATION

The City College of New York (CUNY)	BS Psychology	Graduated with high honors
--	---------------	----------------------------

Georgia Tech 2027	MS Analytics Cybersecurity	Currently Attending
--------------------------	----------------------------	---------------------

VOLUNTEER EXPERIENCE

Folding at home project

Covid19 Protein Folding
Simulations