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MALIKCOLEY@MSN.COM

MALIK COLEY

7+ years of experience in highly analytical systems and security design environments.

CORE COMPETENCIES

Data Modeling | Python | HTML | SQL | Matlab | Cybersecurity Tactics | SSL | IPSec | Power BI | .NET | Microsoft Apps | NGFW| CLI | Network Design | JavaScript | SIAM| SOAR |EDR | DevOps | Github | SecOps | QMS | Azure | AWS | OPC UA/DA | IIoT | SASE| Agile-Scrum

EMPLOYMENT HISTORY

CUSTOMER SUCCESS ENGINEER   Jan 2025- Present
Palo Alto Networks   *Houston, TX*

- **SecOps Architecture:** Provide technical expertise in cloud-based network security, helping customers design and optimize scalable architectures with technologies like BGP, SSL/IPSec VPNs, and NGFWs within AWS and Azure environments.
- **Enterprise Customer Engagement:** Act as a trusted advisor to Fortune 500 customers, guiding CISOs, security architects, and infrastructure teams through successful SASE product adoption—including Prisma Access, SD-WAN, and CASB—by translating complex needs into strategic deployment plans.
- **Advanced Product Enablement:** Deliver hands-on product training for SOAR/EDR/SIAMS products, tailored workshops, and executive-level briefings that accelerated customer onboarding and drove full utilization of advanced features within Palo Alto Networks' cybersecurity suite
- **Technical Escalation & Resolution:** Lead complex troubleshooting efforts across SecOps deployments, leading discussions with internal engineering and support teams to resolve Configuration errors and ensuring consistent uptime and performance for mission-critical environments.
- **Operational Excellence:** Proactively monitored product usage and deployment metrics to identify gaps and propose solutions, ensuring continuous improvement and high customer retention through data-driven decision-making.
- **Threat Detection & Incident Response Optimization**: Enhance detection and response capabilities by guiding SOC teams in tuning SIEM, EDR, and SOAR configurations—reducing false positives and accelerating incident response across complex enterprise environments.
- **Field Insight & Cross-Team Collaboration**: Collaborate with product, engineering, and customer success teams to deliver actionable feedback from real-world deployments, influencing roadmap priorities and improving feature usability.
- **Security Compliance & Best Practice Advisory**: Advise enterprise clients on implementing NIST, ISO 27001, and Zero Trust frameworks, strengthening security posture and audit readiness across cloud and hybrid environments.

PRODUCT MANAGER   Nov 2023 – Sept 2024
PDI Technologies   *Houston, TX*

- **System Integration & Data Synchronization:** Integrated diverse data systems by connecting retail management software with POS and back-office inventory systems, utilizing protocols such as HTTPS, MQTT, and SOAP to enable secure data exchange and improve data synchronization across platforms.
- **Real-Time Connectivity & Forecasting:** Enabled real-time data connectivity for order forecasting and inventory tracking by integrating with industry-standard protocols, access level control, and quality-checking applications, allowing for seamless communication between on-premise devices and cloud servers.

- **Third-Party Software Integration:** Facilitated seamless third-party software integrations by implementing RESTful APIs to connect external systems with PDI's C-Store Essentials, allowing for real-time updates, performance analytics, and enhanced compatibility with legacy systems.
- **Data Standardization & Interoperability:** Standardized data formats through the use of JSON, CSV, and XML for consistent data structuring and improved interoperability between C-Store Essentials and partner systems, supporting streamlined data transfer and processing.
- **Security Compliance & Data Integrity:** Improved data accuracy and compliance by aligning systems with industry-standard protocols (e.g., EMV for payment processing and PCI-DSS for data security), enhancing data integrity across payment and inventory modules in management software.
- **Cloud & Device Integration:** Connected cloud and edge systems with POS devices (e.g., Gilbarco, Verifone, NCR) using TCP/IP for reliable data transfer, ensuring continuous uptime and data availability for retail operations in the AWS Cloud Environment.
- **Mobile Device Enablement:** Enabled mobile device connectivity through RESTful and WebSocket protocols, allowing for efficient, secure, and low-latency access to inventory and sales data via Android and iOS applications.
- **Data Analytics & Visualization:** Leveraged Power BI and SQL Server integration for advanced data analytics, enabling real-time data monitoring and visualization to support data-driven decisions and KPI tracking for inventory management.
- **API Security & Backend Optimization:** Secured and optimized backend communication using OAuth 2.0 and JWT for API authentication, protecting sensitive data within interconnected systems in compliance with regulatory standards.

TECHNICAL PRODUCT MANAGER
Rockwell Automation

Aug 2020 – Nov 2023
Houston, TX

- **Contract & Systems Integration:** Designed and managed customer and supplier contracts to support MES (e.g., Rockwell Automation FactoryTalk) and DCS solutions, integrating with WMS and CMMS platforms like Fiix. Strengthened client and vendor relationships to unlock new business opportunities and reinforce existing engagements.
- **Requirements Gathering & Standards Alignment:** Defined and documented requirements for MES, DCS, MOM, WMS, and CMMS systems by scripting detailed use cases and specifying necessary software modifications. Delivered structured documentation for stakeholders and engineering teams while aligning system design with ISA-95 and production objectives.
- **Automation Design & Quality Control:** Led the design and execution of discrete, continuous, and electrical automation projects, leveraging PLCs and SCADA protocols to optimize production workflows and uphold "Golden Batch" standards for consistent product quality.
- **Edge Data & Real-Time Insights:** Captured and integrated live production data through edge devices (e.g., Kepware, Ignition) and deployed sensor instrumentation to deliver immediate visibility into plant operations, driving daily process improvements.
- **Control System Architecture & Expansion:** Developed centralized control systems across discrete, hybrid, and process manufacturing, incorporating OPC UA protocols and expanding market reach through scalable, advanced automation solutions.
- **User Research & Market Alignment:** Conducted market research and customer interviews to gather business needs, tailoring functionalities to industry requirements and achieving a 23% boost in customer satisfaction.
- **KPI Tracking & Communication:** Organized weekly KPI reviews and stakeholder updates, using Power BI dashboards to visualize hardware performance and contextualize data across SaaS platforms for informed decision-making.
- **Agile Delivery & Team Coordination:** Facilitated Agile ceremonies such as Backlog Refinements, Stand-Ups, and PI Planning sessions, enabling iterative delivery cycles and consistent alignment with team and project goals.
- **Cloud Product Redesign:** Led a comprehensive product redesign in the Azure Cloud environment, enhancing IoT connectivity, enforcing security protocols, and improving backend systems through SQL Server optimization, resulting in a scalable, reliable architecture.
- **Roadmap Ownership & Cross-Functional Leadership:** Authorized and prioritized product roadmaps, collaborating with engineering, design, and marketing teams to ensure timely delivery of high-impact features that met stakeholder expectations.
- **Project Transparency & Metrics Management:** Maintained visibility into team progress through Jira backlog grooming and burndown chart updates, using metrics like velocity and throughput to guide successful product deliveries.

TECHNICAL SALES ENGINEER   **Feb 2019 - Jul 2020**
Rockwell Automation   *Houston, TX*

- **Product Line Management:** Managed multiple DCS (Distributed Control Systems) and MES product lines, with a primary focus on Plex Automation deployments to support industrial manufacturing operations.
- **Engineering Collaboration & Technical Enablement:** Partnered with engineering specialists to develop product feature demonstrations and network architecture diagrams, facilitating successful Rockwell product implementations that aligned with customer and internal business goals.
- **Lifecycle Communication & Stakeholder Engagement:** Hosted monthly cadence calls across the organization, driving alignment on Rockwell product lifecycle initiatives—including hardware upgrades, software releases, and customer use case evaluations.
- **Strategic Influence & Product Direction:** Shaped product strategy by incorporating customer use case needs and feedback, influencing roadmap direction and software feature prioritization.
- **Product Strategy, Enablement, and Representation**: Defined and validated product requirements with customers, led internal and end-user training sessions, authored deployment documentation for cloud and on-prem DCS implementations, and represented the company at trade shows by demonstrating Plex application capabilities and .xml data access to audiences of 100+.

EDUCATION

BACHELOR'S DEGREE-Mechanical ENGINEERING   **2014 - 2018**
North Carolina A&T State University   *Greensboro, NC*

CERTIFICATIONS

PMI-PMP (Project Management Professional)

Certification ID: 3910522

CompTIA Security+

Certification ID: Q83FH6VS5EE41DWM

CompTIA Network +

Certification ID: 1XEMC0D5QB4Q1H3J

Lean Six Sigma Green Belt
Certification ID: ZSSGB121152907

Microsoft Azure Fundamentals Certification
Azure Certification Portal ID: I412-4451

CompTIA A+TRAINING
CompTIA Certified Class

AI Academy- Computer Programming with Python
NC State University

CSM (Certified Scrum Master)
Certificate ID: 001528072