

Sean Frank

Trust and Safety Specialist II, Amazon Web Services

Transitioning to cloud security incident response

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SUMMARY

Security-focused cloud professional who moved from AWS data center operations to investigating and mitigating abuse on AWS infrastructure. Analyzes logs and network activity for indicators of compromise and builds investigator tooling that speeds up case work. Building toward cloud security incident response.

SKILLS

Incident response: Cloud incident response, threat and abuse investigation, IoC analysis, digital forensics fundamentals

Detection and logs: SIEM and log analysis, network traffic analysis, AWS CloudTrail, CloudWatch, GuardDuty

Automation: Python and Bash scripting, security automation, building triage and investigation tooling

Infrastructure: Linux administration and hardening, networking (TCP/IP, DNS, switching, fiber), server diagnostics, MySQL

EXPERIENCE

Amazon Web Services

Virginia (Remote)

Trust and Safety Specialist II

Jul 2026 – Present

Trust and Safety Specialist I

Aug 2023 – Jul 2026

- Investigate and contain abuse incidents on AWS (phishing, malware, DDoS, compromised resources) through mitigation.
- Analyze logs, network traffic, and account activity to identify IoCs, establish scope, and find root cause.
- Enforce the AWS Acceptable Use Policy with corrective and preventive actions that stop active abuse.
- Built a browser extension that adds one-click actions and same-page data reference to case review workflows, cutting time per case by roughly 50%; used by 183 people with over 11 million invocations.
- Built a CI/CD pipeline that automates compiling, signing via Mozilla's add-on signing API, and deploying each release.
- Followed secure development practices, including threat modeling, security review, and peer code review, when building internal tools.
- Partner with security teams to improve detection and response workflows; promoted to Specialist II in July 2026.

Amazon Web Services

Manassas, VA

Senior Data Center Technician (L4)

Jul 2022 – Aug 2023

- Coordinated across teams to troubleshoot, document, and mitigate large-scale data center events affecting availability.
- Upheld physical and logical security through strict access control, compliance, and incident escalation procedures.

Data Center Technician (L3)

May 2021 – Jul 2022

- Performed Linux server diagnostics and root cause analysis through isolation testing on enterprise servers.
- Troubleshoot optics, fiber, and switches; wiped, upgraded, and configured out-of-band and production switches.
- Triageed high-severity, customer-impacting events within SLA in a 24x7 mission-critical environment.

Lorien (contract)

Manassas, VA

Data Center Technician

Nov 2020 – May 2021

- Troubleshoot and replaced hardware across server platforms to support uptime, redundancy, and secure operations.

Geek Squad

Gainesville, VA

Consultant / Advanced Repair Technician

Oct 2018 – Nov 2020

- Performed system rebuilds, malware removal, and OS hardening; advised clients on secure setup and patching.
- Assembled, designed, maintained, and repaired computers, including Apple-certified repairs.

PROJECTS

arsenal (github.com/sean-frank/arsenal): Toolkit for cloud abuse investigation: URL, DNS, WHOIS, and blocklist checks.

openapi-lookup (github.com/sean-frank/openapi-lookup): Python CLI for browsing and searching the public-apis directory.

EDUCATION

Western Governors University, Bachelor of Science, Information Technology

2022 – 2025

Northern Virginia Community College, Career Studies Certificate, Network Engineering Specialist

2016 – 2020

CERTIFICATIONS

CompTIA Project+ (2025), A+ (2022), Network+ (2022) · LPI Linux Essentials (2024) · ITIL 4 Foundation (2022)