

Tristan Parrish

Cybersecurity | Identity, Email & Cloud Systems Security

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EXPERIENCE

KnowBe4, Core Support Technician – Clearwater, FL

JULY 2024 - PRESENT

- Investigated complex multi-hop email delivery and mail flow issues across cloud and hybrid environments.
- Performed message trace analysis to identify security controls, filtering behavior, and delivery failures.
- Supported SSO, user provisioning, and product deployment across Entra ID, Active Directory, and Google Workspace.
- Analyzed issues using logs, traces, and network captures to determine root cause.

Parrish Design, Freelance Web Developer – Clearwater, FL

SEPTEMBER 2022 - DECEMBER 2025

- Designed and operated cloud-hosted web applications with secure authentication, authorization, and role-based access control.
- Built deployment pipelines and managed environment configuration and access permissions for production systems.
- Integrated third-party APIs while enforcing secure data access and authentication patterns.

Central Rock Gym, Social Media Manager – Tampa, FL

APRIL 2023 - JULY 2024

- Analyzed engagement and conversion metrics to drive 70 percent follower growth and nearly triple monthly reach.
- Achieved the highest total number of new member sign-ups in 2023.

EDUCATION & CERTIFICATIONS

St. Petersburg College, Bachelor's Degree in Cybersecurity

JANUARY 2021 - DECEMBER 2025.

CompTIA A+, QLS9E2H62MQ117KB

TestOut Security Pro, 6-1C6-VV969X

SKILLS

Identity & Access
Management

Email Security

Authentication & SSO

Incident Investigation & Root
Cause Analysis

Log, Trace, & Analysis

Cloud & SaaS Platform
Security (Microsoft 365,
Google Workspace)

RBAC Management

Systems & Network
Troubleshooting

JavaScript & TypeScript

AWARDS

Highest Ticket Resolution
Count, KnowBe4 (January &
February 2025)

100% Customer Satisfaction,
KnowBe4 (2025)

Top Member Sign-Ups,
Central Rock Gym (2023)