

Matthew Franks

Cybersecurity Solutions and Escalation Engineering Leader

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PROFESSIONAL SUMMARY

Cybersecurity engineering leader with experience across customer-facing security escalations, endpoint security, XDR, IDS/IPS, and automation. Leads multi-stakeholder technical engagements, assesses complex deployments, supports beta and Proof of Value environments, and translates field evidence into engineering action. Brings hands-on Cisco Firepower and ASA experience, Python automation, published technical guidance, and a record of learning new security domains quickly.

CORE EXPERTISE

Consultative customer engagements | Multi-stakeholder technical sessions | Security architecture support | XDR and endpoint security | IDS/IPS and firewalls | Cisco Firepower and ASA | Proof of Value and beta support | Deployment assessment | Python and API automation | Voice-of-customer feedback | Technical documentation and enablement | Cross-functional leadership

PROFESSIONAL EXPERIENCE

Technical Leader - Escalations

Nov 2024 - Present

Cisco | Remote

- Lead a team of escalation engineers providing Tier 3 support for Cisco Security Cloud Control, XDR, Secure Endpoint, and Secure Malware Analytics.
- Coordinate complex customer issues across frontline TAC, Engineering, and Product teams; coach engineers through high-stakes investigations and evidence-based customer communication.
- Led complex XDR and endpoint security engagements and facilitated multi-stakeholder technical sessions with customers and internal engineering teams.
- Supported customer beta releases and Proof of Value environments, converting observed behavior and field evidence into actionable technical findings.
- Authored customer-facing API and diagnostic documentation and reusable internal guidance.

Software (Escalation) Engineer IV

Jul 2022 - Nov 2024

Cisco | Remote

- Resolved multi-product security issues and analyzed customer case patterns to influence product features and design decisions.
- Reviewed designs with Development, Test, Documentation, and Product Management; assessed customer deployments and recommended supportable solutions.
- Built Python- and API-driven workflows for case triage, reporting, and operational visibility; partnered with Engineering on defect reproduction and fixes.

Software (Escalation) Engineer III | Software QA Engineer

Nov 2015 - Jul 2022

Cisco | Raleigh-Durham, NC / Remote

- Served as a subject-matter expert across endpoint, network, cloud, web, email, malware analysis, and threat-intelligence products.
- Influence architecture, implementation, and release decisions by providing integration insights, quality risk assessments, and evidence from automated and exploratory validation.
- Architect and maintain scalable test automation frameworks using pytest, Selenium, Jenkins, and Kubernetes, supporting 500+ automated tests across multiple CI/CD pipelines.

Customer Support Engineer

Jan 2015 - Nov 2015

Cisco | Raleigh-Durham-Chapel Hill, NC

- Supported global enterprise deployments of Cisco Sourcefire/FirePOWER and AMP, including Firepower IDS/IPS integrated with Cisco ASA firewalls.
- Used packet captures, logs, and platform diagnostics to isolate network, sensor, and endpoint security issues; collaborated with Development to verify defects.

EARLIER EXPERIENCE

Chief Warrant Officer III (Retired)

May 2002 - Jul 2022

United States Army National Guard | Fairfax, VA

- Advised leadership on cyberspace operations and the integration, operation, and management of cyber assets.
- Trained and evaluated cyber personnel; developed technical SOPs, policies, and job qualification standards.
- Coordinated training, qualifications, and military occupational certifications.

Senior Training and Development Specialist

Jan 2012 - Dec 2014

CGI Federal | San Angelo, TX

- Delivered instruction and certified 100+ Army personnel as Cryptologic Language Analysts; contributed to a 100% student graduation rate.

CERTIFICATIONS

Splunk Core Certified User | Issued Jul 2026; expires Jul 2029

Cisco Certified DevNet Specialist - Security Automation and Programmability | Active until 2028

CCNA Automation | Active until Aug 2029

EDUCATION

B.S., Business Administration and Management | Fayetteville State University | Magna Cum Laude

A.A., Modern Standard Arabic | Defense Language Institute Foreign Language Center